



SkillSoft's Army Program Listing as of 10/1/2003

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NOTES:

- * = In development as of 10/1/2003. Subject, titles and estimated hours are subject to change/cancellation prior to

- release. The listing here of future programs is not a commitment to produce them.
- (#) = Special usage and ordering conditions apply.
 - (a) = program does not contain an assessment and does not export completion/certificate data.
 - (ACE=n) = The ACE college credit recommendation where n = semester hours.
 - (e) = SkillSoft e³ advanced learning object format (New Generation) instructional design.
 - (m) = mentoring is available
 - (p) = practice TestPrep is available
 - (z) = This program remains available for usage as is. No maintenance, mentoring nor support is available.
 - tbd = to be determined.

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ADMINISTRATIVE SOFTWARE TOOLS

SkillPort™

SkillSoft - MySmartForce™ e-Learning Site

Program Title.....Hrs

INFORMATION TECHNOLOGY CONTENT SOLUTIONS LIBRARY

DESKTOP COMPUTER SKILLS

COMPUTING FUNDAMENTALS

INTERNATIONAL COMPUTER DRIVING LICENSE (ICDL)

ICDL 3 (Office XP Version) (e)

(7 ICDL exams – Syllabus 4) (m)

Basic Concepts of Information Technology.....	4.7
Using the Computer and Managing Files.....	5.5
Word Processing in Microsoft Word 2002	8.8
Spreadsheets in Microsoft Excel 2002	7.4
Database in Microsoft Access 2002	6.8
Presentation in Microsoft PowerPoint 2002	6.2
Information and Communication	6.3

Microsoft Windows XP Getting Started (e)

Introducing Windows XP 1.3

Microsoft Windows XP – New Features (e)

Windows XP: Fundamentals.....	3.7
Windows XP: Advanced	4.7

Microsoft Windows XP for Beginners (e)

Getting Started with Microsoft Windows XP	4.7
Up and Running with Microsoft Windows XP	4.0

Microsoft Windows 2000 for End Users

Microsoft Windows 2000 Professional: Getting Started	4
Microsoft Windows 2000 Professional: Up and Running	4

Microsoft Windows 98 for End Users

Windows 98: Getting Started	4
Windows 98: Up and Running	5

Palm OS (e)

Getting Started with a Palm Handheld Device

1.8

Pocket PC 2002 (e)

Getting Started with Pocket PC 2002..... 1.8

INTERNET SKILLS

Know the Net (e)

Getting to the Net..... 2.0

Microsoft Internet Explorer 6 (e)

Fundamentals of Internet Explorer 6.....	3.3
Moving On with Internet Explorer 6.....	2.7

Microsoft Internet Explorer 5.5: Getting Started (e)

Getting Started with Internet Explorer 5.5

1.8

Netscape 6.2: Getting Started (e)

Introduction to Netscape 6.2

1.7

Program Title.....	Hrs	Program Title.....	Hrs
Netscape 6: Getting Started (e)		Advanced PowerPoint 2002 (e)	
Introduction to Netscape 6.....	1.9	Customizing, Running, and Broadcasting PowerPoint Presentations.....	3.0
E-MAIL AND GROUPWARE		PowerPoint 2002 Customization and Office XP Integration.....	2.0
Lotus Notes 6: End User (e)		Beginning FrontPage 2002 (e)	
Using Notes and Notes Mail	3.0	FrontPage 2002 Basics	4.0
Using the Calendar and ToDo List Features, and TeamRoom Collaboration	2.3	Enhancing and Managing Web Sites with FrontPage 2002	3.3
Personalizing Notes 6 Features	2.0	Advanced FrontPage 2002 (e)	
Using Notes 6 Mail Remotely.....	1.3	Building and Modifying Web Sites in FrontPage 2002.....	5.1
iNotes.....	0.7	Enhancing and Publishing Web Sites in FrontPage 2002	4.5
IBM Lotus Sametime 3 and QuickPlace 3		Beginning Outlook 2002 (e)	
Lotus Notes 6 End User: Collaboration using Sametime and QuickPlace.....	tbd	Introducing Outlook 2002	4.5
MICROSOFT OFFICE		Advanced Outlook 2002 (e)	
Microsoft Office 2003		Managing Outlook 2002.....	4.8
(MOS exams supported) (m)		New Features for Advanced Users (e)	
Microsoft Office 2003 : New Features (e)		Office XP for the Advanced User	2.6
*New Features for End Users.....	tbd	New Features for End-Users (e)	
*New Applications	tbd	New and Enhanced Features for End-Users in Office XP	3.8
*New Features for Advanced Users	tbd	New Office-wide Features (e)	
Microsoft Office XP		New Features Review of Microsoft Office XP	1.8
(MOS exams supported) (m)		Beginning Visio 2002 (e)	
Common Features Across Office Applications (e)		Creating Diagrams in Visio 2002.....	5.3
Common Features in Microsoft Office XP	2.8	Working with Diagrams in Visio 2002	2.0
Beginning Word 2002 (e)		Microsoft Project 2002: Beginners (e)	
Creating Documents in Word 2002.....	3.6	Getting Started with Project 2002	1.7
Working with Documents in Word 2002.....	2.8	Up and Running with Project 2002	2.0
Advanced Word 2002 (e)		Tracking and Reporting with Project 2002	1.7
Advanced Formatting and Navigation in Word 2002.....	2.6	Microsoft Project 2002: Advanced (e)	
Advanced Document Features in Word 2002	4.1	Data Sources, Templates, and Customization with Project 2002.....	3.3
Collaborative Features in Word 2002	2.9	Workgroup, Collaboration and Advanced Reporting Options in Project 2002	3.0
Beginning Excel 2002 (e)		Microsoft Office 2000	
Basic Features of Excel 2002	3.4	(MOS exams supported) (m)	
Optimizing Excel 2002.....	4.3	*Microsoft Office 2000: New Features (e)	
Advanced Excel 2002 (e)		*Microsoft Office 2000 – New Features for Users	tbd
Advanced Data Management in Excel 2002.....	4.8	*Microsoft Office 2000 – New Features for Power Users.....	tbd
Advanced Data Manipulation and Analysis in Excel 2002	4.1	*Microsoft Office 2000: Deployment and Administration (e)	
Beginning Access 2002 (e)		*Microsoft Office 2000 – Deployment and Administration.....	tbd
Introduction to Access 2002.....	4.5	*Microsoft Office 2000: Beginning Word 2000 (e)	
Intermediate Access 2002.....	3.8	*Microsoft Office 2000 – Beginning Word	tbd
Advanced Access 2002 (e)		*Microsoft Office 2000 – Intermediate Word.....	tbd
Advanced Database Design in Access 2002	5.8	*Microsoft Office 2000: Advanced Word 2000 (e)	
Advanced Database Features in Access 2002	6.3	*Microsoft Office 2000 – Advanced Word.....	tbd
Beginning PowerPoint 2002 (e)		*Microsoft Office 2000 – Word for Power Users.....	tbd
Creating Presentations using PowerPoint 2002	5.5		

Program Title.....Hrs

*Microsoft Office 2000: Beginning Excel 2000 (e)	
*Microsoft Office 2000 – Beginning Excel	tbd
*Microsoft Office 2000 – Intermediate Excel.....	tbd
*Microsoft Office 2000: Advanced Excel 2000 (e)	
*Microsoft Office 2000 – Advanced Excel.....	tbd
*Microsoft Office 2000 – Excel for Power Users.....	tbd
*Microsoft Office 2000: Access 2000 (e)	
*Microsoft Office 2000 – Beginning Access.....	tbd
*Microsoft Office 2000 – Intermediate Access.....	tbd
*Microsoft Office 2000 – Advanced Access.....	tbd
*Microsoft Office 2000: PowerPoint 2000 (e)	
*Microsoft Office 2000 – Beginning PowerPoint	tbd
*Microsoft Office 2000 – Advanced PowerPoint.....	tbd
*Microsoft Office 2000: Outlook 2000 (e)	
*Microsoft Office 2000 – Beginning Outlook.....	tbd
*Microsoft Office 2000 – Advanced Outlook.....	tbd
*Microsoft Office 2000: FrontPage 2000 (e)	
*Microsoft Office 2000 – Beginning FrontPage.....	tbd
*Microsoft Office 2000 – Advanced FrontPage	tbd
*Microsoft Office 2000: Project 2000 (e)	
*Microsoft Office 2000 – Beginning Project.....	tbd
*Microsoft Office 2000 – Intermediate Project	tbd

Microsoft Office 2000 (Audio)

(MOS exams supported)

Beginning Word	5
Intermediate Word	4
Advanced Word	4
Word for Power Users	4
Beginning Excel	4
Intermediate Excel	4
Advanced Excel	3
Excel for Power Users	4
Beginning Access	4
Intermediate Access	4
Advanced Access	4
Beginning PowerPoint	4
Advanced PowerPoint	4
Beginning Outlook	4
Advanced Outlook	4
Beginning FrontPage	4
Advanced FrontPage	4

Microsoft Visio 2000: Getting Started (e)

Getting Started with Visio 2000.....2.0

Microsoft Visio 2000: Up and Running (e)

Up and Running with Visio 2000

Program Title.....Hrs

Microsoft Office 97 (Audio)	
Beginning Word 97	4
Intermediate Word 97	5
Advanced Word 97	4
Word 97 for Power Users	4
Beginning Excel 97	4
Intermediate Excel 97	5
Advanced Excel 97	3
Excel 97 for Power Users	4
Beginning Access 97	3
Intermediate Access 97	4
Advanced Access 97	4
Access 97 for Power Users	4
Outlook 97	4
FrontPage 97	4
PowerPoint 97	4

BUSINESS AND REPORTING TOOLS

Adobe Acrobat 5.0: Getting Started (e)

Getting Started with Adobe Acrobat 5.0.....2.0

Adobe Acrobat 5.0: Up and Running (e)

Up and Running with Adobe Acrobat 5.0

Crystal Reports 8.5: Report Writing Basics (e)

Creating Reports with Crystal Reports.....5.7

Digital Photography (e)

Using a Digital Camera

Digital Video Editing with MGI VideoWave 5 (e)

Features and Uses of VideoWave 5

Hewlett-Packard Digital Photography (e) (a)

Digital Photography from HP

Intuit Quicken 2003 Deluxe (e)

Managing Personal Finances with Quicken 2003 Deluxe.....2.7

Intuit Quicken 2002 Deluxe (e)

Working with Quicken 2002 Deluxe

Intuit Quicken TurboTax 2001 (e)

Using TurboTax 2001

Jasc Paint Shop Pro 7: Getting Started (e)

Getting Started with Jasc Paint Shop Pro 7.....2.0

Jasc Paint Shop Pro 7: Up and Running (e)

Up and Running with Jasc Paint Shop Pro 7

Microsoft Money 2003 Deluxe (e)

Managing Personal Finance with Money 2003

Microsoft Money 2002 (e)

Working with Money 2002

Microsoft Works 2002: Introducing Works 6.0 (e)

Microsoft Works 6.0 Tasks and Programs

Program Title.....	Hrs
Microsoft Works 2002: Word 2002 (e) Using Word 2002	1.7
Microsoft Works 2002: The Spreadsheet (e) Using the Works 2002 Spreadsheet	2.0
Microsoft Works 2002: The Database (e) Using Works 2002 Databases.....	2.0
Microsoft Works 6.0: Introducing Works (e) Getting Started with Works 6.0.....	4.0
Intuit Quicken 2001 (e) Getting Started with Quicken 2001	2.3
Home Networking with Microsoft Windows XP (e) Home Networking with Microsoft Windows XP	1.0
Intuit QuickBooks 2001 (e) Introduction to QuickBooks 2001	1.0
Getting Ahead with QuickBooks2001	1.0
Roxio Easy CD Creator 5 (e) Getting Started with Roxio Easy CD Creator	1.0
OTHER RELATED CONTENT (Z)	
End-User Operating Systems and Tools	
Windows NT 4.0: Getting Started	4
Windows NT 4.0: Up and Running	4
WEB DESIGN	
SITE DESIGN PRINCIPLES AND TOOLS	
Web Site Design – Principles (exam 1D0-420a) (e) (m)	
Design Concepts for Web Sites.....	3.3
Advanced HTML Design Elements	3.0
Advanced Technology Concepts for Web Designers	4.3
Web Site Design – Tools (exam 1D0-420b) (e) (m)	
The Basic Features and Functionality of FrontPage 2002	6.0
Building and Modifying Web Sites in FrontPage 2002.....	4.9
Macromedia Dreamweaver 4 Web Design Tools	6.2
Getting Started with Paint Shop Pro 7	4.0
Macromedia Flash 5 Web Design Tools.....	6.3
MACROMEDIA DESIGN TOOLS	
Macromedia Dreamweaver MX: Foundation I (exam CDD-I)(e)	
Using Basic Dreamweaver MX Tools.....	5.0
Structuring Web Pages with Macromedia Dreamweaver MX ..	2.7
Macromedia Dreamweaver MX: Foundation II (exam CDD-I)(e)	
Using Advanced Dreamweaver MX Tools.....	7.7
Program Title.....	Hrs
Macromedia Dreamweaver MX for ASP.NET (exam CDD-I)(e)	
Introducing Dreamweaver MX and ASP.NET	4.3
Using Dreamweaver MX to Develop ASP.NET Applications..	4.3
Macromedia Dreamweaver 4: Getting Started (e) Getting Started with Dreamweaver 4.....	2.0
Macromedia Dreamweaver 4: Up and Running (e) Up and Running with Dreamweaver 4	2.0
Macromedia Dreamweaver 4: Foundation (exam CDD-I)(e)	
Starting Work with Dreamweaver 4.....	5.6
Designing and Managing a Web Site with Dreamweaver 4	2.8
Macromedia Dreamweaver 4: Experienced (exam CDD-II) (e)	
Client-side Technologies, Frames, and Interactive Page	
Elements in Dreamweaver 4.....	3.7
Advanced Elements in Dreamweaver 4	2.7
Macromedia Flash MX: Foundation (exam 501) (e) (m)	
Basic Animation in Macromedia Flash MX	4.3
Increased Application of Macromedia Flash MX.....	3.7
Macromedia Flash MX Design Techniques: Experienced (exam 501 (e) (m))	
Basic Design Functionality of Macromedia Flash MX	5.7
Advanced Design Functionality of Macromedia Flash MX.....	3.0
Macromedia Flash MX Action Script for Developers: Experienced (exam CMF??) (e)	
Using ActionScript in Flash MX.....	6.7
Objects, Functions, and Components in Flash MX	5.0
Macromedia Flash 5: Getting Started (e) Getting Started with Flash 5	2.0
Macromedia Flash 5: Up and Running (e) Up and Running with Flash 5.....	2.0
Macromedia Flash 5: Fundamentals (e) The Fundamentals of Flash 5	5.7
Animation, Sound, Interactivity, and Publishing in Flash 5.....	5.2
Macromedia Fireworks MX: Foundation (e) Working with Images in Macromedia Fireworks MX	4.3
Adding Interactive Objects in Macromedia Fireworks MX	2.0
Using Fireworks MX with Dreamweaver MX and Flash MX ..	2.0
Macromedia Fireworks 4: Getting Started (e) Getting Started with Fireworks 4	2.0
Macromedia Fireworks 4: Up and Running (e) Up and Running with Fireworks 4	2.0

Program Title.....Hrs

Macromedia Fireworks 4: Foundation (e)

Getting Started with Macromedia Fireworks 4 1.8
 Creating Animated Objects in Macromedia Fireworks 4 3.8
 Using Fireworks 4 with Dreamweaver and Flash 1.8

Macromedia Freehand 10: Getting Started (e)

Getting Started with Freehand 10 2.0

Macromedia Freehand 10: Up and Running (e)

Up and Running with Freehand 10 2.0

Macromedia Freehand 10: Moving On (e)

Moving On with Freehand 10 2.0

Macromedia: FreeHand 10: Foundation (e)

Basic Concepts of FreeHand 10 3.7
 Documents in FreeHand 10 1.0
 Objects in FreeHand 10 2.3

Macromedia ColdFusion MX: Foundation

(exam CCD-I) (e)

Getting Started with ColdFusion MX 5.6
 Data Retrieval and Manipulation in Macromedia ColdFusion MX 4.3

Macromedia ColdFusion MX: Experienced

(exam CCD-II) (e)

Working with Complex Data in ColdFusion MX 4.0
 Working with Persistent Data in ColdFusion MX 2.3
 Creating Reusable ColdFusion MX Code 4.1
 Enhancing ColdFusion MX Applications 3.5

Macromedia: Developing ColdFusion MX Applications for Dreamweaver MX

(exam CCD-II) (e)

Using the Dreamweaver MX Development Environment 4.7
 Using Dreamweaver MX to Develop ColdFusion MX Applications 4.3

Macromedia ColdFusion 5: Foundation

(exam CCD-I) (e)

Getting Started with ColdFusion 5 4.6
 Data Retrieval and Manipulation in Macromedia ColdFusion 5 4.8

Macromedia ColdFusion 5: Experienced

(exam CCD-II) (e)

Working with Complex Data in Macromedia ColdFusion 5 5.3
 Reusing Code in Macromedia ColdFusion 5 2.6
 Extending your ColdFusion 5 Toolkit 2.8
 Exception Handling in Macromedia ColdFusion 5 1.7

OTHER SITE DESIGN TOOLS

Microsoft Front Page XP

Beginning FrontPage 2002 (e)

FrontPage 2002 Basics 4.0
 Enhancing and Managing Web Sites with FrontPage 2002 3.3

Program Title.....Hrs

Advanced FrontPage 2002 (e)

Building and Modifying Web Sites in FrontPage 2002 5.1
 Enhancing and Publishing Web Sites in FrontPage 2002 4.5

Microsoft Front Page 2000

Beginning FrontPage 4
 Advanced FrontPage 4

Adobe GoLive

Adobe GoLive 5: Getting Started (e)

Getting Started with GoLive 5 2.0

Adobe GoLive 5: Up and Running (e)

Up and Running with GoLive 5 2.0

Adobe GoLive 5: Moving On (e)

Moving On with GoLive 5 2.0

OTHER SCRIPTING LANGUAGES

Working with HTML (e)

HTML Fundamentals 5.5

Advanced Web Authoring

SSI 4
 CGI and PERL 4

DHTML Basics (e)

DHTML and Cascading Style Sheets 3.3
 Making Content Dynamic with DHTML 3.0

JavaScript

JavaScript: Language Basics 4
 JavaScript: Client-Side Scripting 3

Introduction to XML: Language Basics (e)

XML Language Basics 4.0
 Style Sheets and Links 5.3

Microsoft VBScript

Language Basics I 3
 Language Basics II 3
 Advanced Language Topics 3

OTHER GRAPHIC DESIGN

Adobe Illustrator 9.0: Getting Started (e)

Getting Started with Illustrator 9.0 2.0

Adobe Illustrator 9.0: Up and Running (e)

Up and Running with Illustrator 9.0 2.0

Adobe ImageReady 3 (e)

Optimizing File Sizes with ImageReady 3 2.0

***Adobe Photoshop 7.0 (e)**

Getting Started with Photoshop 7.0 2.7
 Up and Running with Photoshop 7.0 2.0

Program Title.....Hrs

Adobe Photoshop 6.0 (e)

Getting Started with Photoshop 6.0 2.5
Up and Running with Photoshop 6.0 2.0

OPERATING SYSTEMS AND SERVER TECHNOLOGIES

OPERATING SYSTEM AND SERVER FUNDAMENTALS

CompTIA A+

A+ Core Hardware

(CompTIA exam 220-221) (ACE=2) (e) (m) (p)
Identifying, Adding, and Removing PC Systems 2.0
Installation and Configuration of PCs and Components 5.1
Components, Printers, Networks, and Safety..... 1.8

A+ Operating System Technologies

(CompTIA exam 220-222) (ACE=2) (e) (m) (p)
Operating System Technologies..... 5.0

CompTIA Server+

(ComptIA exam SK0-001) (e) (m) (p)
Server Installation Planning for Server+ 3.1
Server Installation and Configuration for Server+ 2.4
Server Maintenance and Upgrading for Server+ 2.8
Server Troubleshooting and Disaster Recovery for Server+ 3.3

MICROSOFT (.NET) WINDOWS SERVER 2003

Microsoft Windows Server 2003: Introduction

(course nnnn) (exam 70-275) (e)
Getting Started with Windows Server 2003..... 2.5
Windows Server 2003 Administration and Support Services..... 4.5

Microsoft Windows Server 2003: Updating Support Skills for MCSA's on Windows 2000

(course nnnn) (exam 70-) (e)
*Getting Started with Windows Server 2003..... tbd
*System Administration in Windows Server 2003 tbd
*Managing Windows Server 2003 Internet Services..... tbd
*Windows Server 2003 Terminal Services and System Recovery tbd

Microsoft Windows Server 2003: Designing an Active Directory and Network Infrastructure

(course nnnn) (exam 70-) (e)
*Designing the Infrastructure tbd
*Creating the Design tbd
*The Network Services Infrastructure Conceptual and Logical Design..... tbd
*Designing RAS Services for the Network Infrastructure tbd
*Network Infrastructure and Active Directory Physical Design tbd
*Network Infrastructure Design II – Internet Connectivity tbd

Microsoft Windows.NET Server: Migrating from NT Server 4.0 to .NET Directory Services

(course nnnn) (exam 70-279) (e)
Creating a Migration Plan in Windows.NET Server 3.3
Preparing and Deploying a Domain Upgrade in Windows.NET 2.3
Preparing and Deploying a Domain Restructure in Windows.NET 3.3

Program Title.....Hrs

MICROSOFT WINDOWS XP

Microsoft Windows XP Professional: Installation and Configuration I

(course 2272) (exam 70-270) (e) (m) (p)
Installing Windows XP Professional 4.2

Microsoft Windows XP Professional: Installation and Configuration II

(course 2272) (exam 70-270) (e) (m) (p)
Managing Files, Folders, and Devices in Microsoft Windows XP..... 5.8
System Reliability and the Desktop in Windows XP Professional..... 4.6

Microsoft Windows XP Professional: Installation and Configuration III

(course 2272) (exam 70-270) (e) (m) (p)
Networking Protocols and Services in Microsoft Windows XP 5.2
Backup and Security Settings in Microsoft Windows XP 4.9

MICROSOFT WINDOWS 2000

Managing Windows 2000 in a Network Environment

(course 2126) (exam 70-218) (e) (m) (p)
Hands-on Labs Available (2126)
Managing Resources, File Systems, Disks, and Web Services In Windows 2000 8.7
Managing and Monitoring Network Security, Routing, and TCP/IP In Windows 2000 4.3
Managing DHCP, DNS, and Name Resolution on a Microsoft Windows 2000 Network..... 4.3
Managing Windows 2000 Servers and Client Computers..... 5.3
Managing Groups and Replication through the Active Directory in Windows 2000 3.3
Managing Group Policy in Windows 2000 3.3
Managing Remote Access Solutions in Windows 2000 5.7
Configuring and Troubleshooting IIS 5.0 in Windows 2000 ... 2.8

Microsoft Windows 2000 Server Technologies: Designing Highly Available Web Solutions

(course ????) (exam 70-226) (e)
Highly Available Web Infrastructure Solutions in Microsoft Windows 2000 3.7
Technologies for Highly Available Solutions in a Windows 2000 Environment 6.0
Highly Available Network Services and Logical-Network Solutions in Windows 2000 4.3
Highly Available Physical-Network Solutions in a Windows 2000 Environment 3.3

Implementing Microsoft Cluster Service on Windows 2000 Advanced Server

(course 2087) exam 70-223) (e) (m) (p)
Introduction to Clustering in a Microsoft Windows 2000 Environment 4.0
Cluster Administration and Resource Management in Microsoft Windows 2000 4.3
Cluster Maintenance and Troubleshooting in Microsoft Windows 2000 3.3

Program Title	Hrs
Microsoft Windows 2000 Core Technologies (course 2151) <i>Hands-on Labs (2151) can be integrated:</i>	
Network Fundamentals 4	
TCP/IP 3	
Internet Fundamentals 3	
Microsoft Windows 2000	
Network Protocols and Remote Access 4	
Group Policy 5	
Installing, Configuring and Administering Microsoft Windows 2000 (course 2152) (exams 70-210, 70-215) (ACE=2) (m) (p) <i>Hands-on Labs Available (2152): Printing Hands-on Labs (2152) can be integrated</i>	
Microsoft Windows 2000 Update	
New Features and Architecture 4	
Microsoft Windows 2000 Installation and Administration	
Installation 4	
Administration 3	
Users 3	
Groups and Terminal Services 3	
Files and Folders 4	
Advanced File and Folder Management 3	
Hardware Configuration and Optimization 5	
Storage and Printing 5	
Events 3	
Backup and Recovery 3	
Microsoft Windows 2000	
Network Protocols and Remote Access 4	
Group Policy 5	
Implementing and Administering a Microsoft Windows 2000 Network Infrastructure (course 2153) (exam 70-216)(ACE=2) (m) (p) <i>Hands-on Labs Available (2153) Hands-on Labs (2153) can be integrated</i>	
Microsoft Windows 2000 Implementing a Network Infrastructure	
Addressing and Naming Services 6	
IP Routing 3	
Security 4	
Microsoft Windows 2000	
Network Protocols and Remote Access 4	
Implementing and Administering a Microsoft Windows 2000 Directory Services Infrastructure (course 2154) (exam 70-217)(ACE=2) (m) (p) <i>Hands-on Labs (2154) can be integrated</i>	
Microsoft Windows 2000 Implementing an Active Directory Infrastructure	
Installation and Configuration 4	
Replication and DNS 4	
Security and Management 4	
Microsoft Windows 2000	
Group Policy 5	
Program Title	Hrs
Microsoft Windows 2000 Active Directory Design (course 1561) (exam 70-219) (ACE=2) (m) (p) <i>Hands-on Labs (1561) can be integrated</i>	
Directory Services Infrastructure 4	
Directory Services Security 3	
Schema and Replication 4	
Microsoft Windows 2000 Security Design (course 2150) (exam 70-220) (m) (p) <i>Hands-on Labs (2150) can be integrated:</i>	
Security Solutions 4	
Internet and Extranet Security 5	
Managing and Securing Resources 5	
Communication and Remote Access Security 4	
Microsoft Windows 2000 Network Design (course 1562) (exam 70-221) (m) (p)	
Networking 4	
Addressing and Naming Services 4	
Remote Access Services 4	
Routing Technologies 4	
Remote Connectivity 4	
Microsoft Windows 2000 Migration Design (course 2010) (exam 70-222) (m) (p)	
Upgrade and Migration Strategies 4	
Deployment 5	
Restructuring 3	
Microsoft Windows 2000 Script Host Automating Administration Tasks 4	
Microsoft Windows 2000 Update (course 1560)	
New Features and Architecture 4	
Installation and Upgrade 4	
The Active Directory 3	
Configuration 3	
Network Protocols and Services 5	
Storage and File Systems 5	
Group Policy and Terminal Services 4	
MICROSOFT EXCHANGE SERVER 2000	
Implementing and Administering Microsoft Exchange 2000 Server (course 1572) (exam 70-224) (m) (p)	
Introducing Microsoft Exchange 2000 Server (e)	
Basic Concepts of Exchange 2000 Server 3.5	
Active Directory in Exchange 2000 Server 2.0	
Implementing and Administering Microsoft Exchange 2000 Server (e)	
Installing and Upgrading Exchange 2000 Server 4.8	
Configuring Exchange 2000 6.3	
Managing and Monitoring Exchange 2000 3.5	

Program Title.....Hrs

Designing and Deploying Microsoft Exchange 2000 Server (course 1573) (exam 70-225) (e) (m) (p)	
Analyzing Requirements and Resources for Microsoft Exchange 2000 Server.....	2.6
Designing an Exchange 2000 Model.....	5.2
Designing Exchange 2000 Functionality.....	4.8
Deploying and Troubleshooting Exchange 2000 Server.....	5.1

MICROSOFT INTERNET SECURITY AND ACCELERATION SERVER 2000

Deploying and Administering Microsoft Internet Security and Acceleration Server (ISA) 2000 (course 2159) (exam 70-227) (e) (m)	
Installation of ISA Server 2000.....	3.8
Access Policies, Caching and VPNs in Microsoft ISA Server 2000.....	4.5
Firewalls and Access to Internal Resources with Microsoft ISA Server 2000.....	3.9
Monitoring, Reporting, and ISA Server Enterprise Edition.....	5.6

Microsoft Proxy Server 2.0

(course 836)	
Overview and Architecture	3
Planning and Installation	3
Configuration	4
Security	3
Troubleshooting and Optimizing	4

MICROSOFT APPLICATION CENTER 2000

Microsoft Application Center 2000: Implementing Highly Available Web Solutions (course ????) (exam 70-232) (e)	
Features, Deployment, and Installation of Application Center 2000.....	3.3
High-Availability Concepts and Monitoring in Microsoft Application Center 2000	4.3
Configuring and Managing Microsoft Application Center 2000.....	4.3

MICROSOFT WINDOWS NT

Supporting and Maintaining a Microsoft Windows NT Server 4.0 Network (course 983) (exam 70-244) (e) (m)	
Managing Servers in a Microsoft Windows NT 4.0 Environment	3.5
Administering Users and Groups in Microsoft Windows NT 4.0	4.0
Administering Security in a Microsoft Windows NT 4.0 Environment	2.3
Configuring and Managing Access to Resources in Microsoft Windows NT 4.0.....	2.5
Configuring and Managing Network Services in Microsoft Windows NT 4.0.....	4.8

Program Title.....Hrs

Microsoft Windows NT 4.0 Server, Workstation, Enterprise (Courses 803, 922, 689)	
Managing Users and Groups	9
Sharing and Securing Network Resources	5
Managing Printing	4
Monitoring and Auditing Resources	3
Basic Configuration	8
Network Configuration	5
Troubleshooting and Optimization	9
Installing and Upgrading NT Workstation	4
NT Workstation Networking and Interoperability	8
Running Applications	6
Installing and Upgrading NT Server	5
Configuration and Administration	6
Directory Services	5
NT Server Networking and Interoperability	5
Migration from Novell NetWare	3
Installing and Configuring IIS	4
Implementing TCP/IP	5
Name Resolution	5
Advanced Networking, Printing and Integration	6
Advanced Troubleshooting and Optimization	4

OTHER MICROSOFT SERVICES

Administering Microsoft Internet Information Services 5.0 (course 2295) (e)	
Installing and Integrating Internet Information Services 5.0	4.6
Administering and Configuring Internet Information Services 5.0.....	4.3

Microsoft Internet Information Server 4.0

(course 936)	
Overview and Installation	4
Configuring the WWW and FTP Services	4
Configuring the SMTP and NNTP Services	4
Name Resolution	4
Security	4
SSL and Certificate Server	4
Web-Site Applications and Publishing	4
Transaction Server	4
Index Server	4
Managing IIS	4
Optimizing and Troubleshooting IIS	4

Microsoft Systems Management Server 2.0

(courses 827,828) (exam 70-086) (m) (p)	
Overview	3
Installing a Site	4
Multiple Site Configuration	4
Software Distribution and Metering	3
Hardware and Software Inventory	3
Querying and Reporting Data	3
The Status System	4
Network and Diagnostic Tools	3

Program Title.....Hrs

Microsoft TCP/IP on Windows NT 4.0

(course 688)	
Introduction to TCP/IP and IP Addressing	4
Subnetting, IP Routing, and Browsing	5
DHCP	3
IP and NetBIOS Resolution	3
WINS	4
Host Name Resolution	3
DNS Server	4
Connectivity in Heterogeneous Environments	4
Microsoft SNMP Services	4
Performance Tuning and Optimization	3
Troubleshooting Microsoft TCP/IP	3

Microsoft Exchange Server 5.5

(courses 1313, 1026, 973) (ACE=2)

Basic Concepts	3
Planning and Design Considerations	3
Installing and Getting Started	3
Configuring Exchange Components I	5
Configuring Exchange Components II	4
Client Architecture and Installation	4
Public Folders and Forms	4
Connectors	4
Internet Integration	4
Migrating from Microsoft Mail	4
Advanced Security and Monitoring	3
Troubleshooting	3
New and Advanced Features	4
Advanced Internet Features	4

Microsoft Windows 98 - Service and Support

(course 955)

Planning and Installation	4
Internet and Intranet Technologies	5
Managing Disks and File Systems	5
User Profiles and System Policies	4
Security	3
Internet Explorer 4.0 Security	4
Networking	4
Integration with a Microsoft Networking Environment	3
Integration with a NetWare Networking Environment	3
Remote Networking	5
Printing	4
Configuring the Environment	4
Performance Tuning and Optimization	4
Troubleshooting	4

Program Title.....Hrs

Technical Support

(former A+ Operating Systems Technologies)	
Introduction to Windows	4
Installing Microsoft Windows 98	3
Microsoft Windows 98 Disks and File Systems	4
Microsoft Windows 98 Networking	4
Microsoft Windows 98 Implementation and Support:	
Printing	4
Microsoft Windows 98 Maintenance and Memory	4
Browser and E-mail	4
Microsoft Windows 2000 Update: Installation and Upgrade	4
Microsoft Windows 2000 Installation and Administration:	
Storage and Printing	5
Microsoft Windows 2000 Installation and Administration:	
Backup and Recovery	3
Microsoft Windows 2000 Network Protocols and Dial-Up	
Connections	2
Microsoft Windows NT 4.0 Boot Process	3

SUN SOLARIS

Solaris 9

Sun Microsystems Solaris 9: Basic System

Administration I (exam 310-014) (e)	
Solaris 9 Installation and OpenBoot	4.5
Solaris 9 System Administration	7.3
Solaris 9 System Operations	2.3
Solaris 9 Device and File System Management	4.0
Solaris 9 Management Tools	2.7
Solaris 9 Security	4.0

Sun Microsystems Solaris 9: Basic System

Administration II (exam 310-015) (e)

Solaris 9 Advanced Installation	2.5
Solaris 9 Networking	2.5
Solaris 9 Solaris File Systems and Storage	6.3
Solaris 9 Naming Services	3.3
Solaris 9 Systems Supervision	3.5

Solaris 8

Sun Microsystems Solaris 8: Administration and

Installation Fundamentals (exam 310-011) (e)

Solaris 8 System Operations	2.0
Solaris 8 Installation	1.1
Solaris 8 User Administration	4.2

LINUX

Linux+

(CompTIA exam XK0-001) (e) (m)

Planning a Linux Implementation	1.7
Installation and Basic Configuration of Linux	5.6
Networking Configuration within a Linux Environment	7.5
Administering the User Environment in Linux	6.6
Administering the System in a Linux Environment	7.6
Hardware and Troubleshooting in Linux	7.5

Program Title.....	Hrs
Linux Basic System Administration	
Linux Certification (exams 101, 102)	
Linux: Basic System Administration I	
(exam 117-101 LPI 101) (e)	
Using the Shell in Linux.....	4.7
Managing the Filesystem in Linux.....	4.3
Administration Tasks in Linux.....	5.4
Linux: Basic System Administration II	
(exam 117-101 LPI 101) (e)	
Hardware Considerations for Linux Installations	3.0
Installation and Package Management for Linux.....	4.3
Updating the Kernel in Linux.....	2.3
Linux: Basic System Administration III	
(exam 117-101 LPI 101) (e)	
Editing and Printing in Linux.....	3.0
Shell Scripting in Linux.....	3.0
Linux: Basic System Administration IV	
(exam 117-101 LPI 101) (e)	
Networking Fundamentals for Linux Administrators	3.3
Networking Services in a Linux Environment.....	4.5
Security within a Linux Environment	2.7
UNIX	
UNIX: Operating System Fundamentals	
Introduction to UNIX	2.0
UNIX System Architecture.....	4.0
UNIX: Shell Programming	
UNIX Shell Scripting Basics	3.0
UNIX Shell Scripting Tools	3.0
Writing UNIX Shell Programs	3.8
UNIX: The User Environment	
Customizing the UNIX User Environment.....	4.0
Working with UNIX Files and Directories.....	4.3
Working with UNIX Programs.....	3.0
Text Editing and Printing in UNIX	2.7
UNIX Essentials	
UNIX: Overview	4
UNIX: Exploring the Filesystem	3
UNIX: Working with Files	4
UNIX: Process and Data Utilities	5
UNIX: The User Environment	4
UNIX: Using Editors	4
UNIX: Using the Shell	4
UNIX: Shell Programming	4

Program Title.....	Hrs
MAINFRAME	
Mainframe	
Platform	3
Operating Systems	3
Navigation	4
JCL Fundamentals	4
Applying JCL	4
ISPF	4
CISC Fundamentals	3
Defining CICS Screens	3
File Handling in CISC	3
CICS Application Development	3
DOMINO (LOTUS)	
Lotus Domino 6: New Features (e)	
New System Administration and Application Development Features in Domino 6	3.1
Lotus Domino R6 System Administration Update	
(exam 602)	
Lotus Notes 6 Client.....	3.0
Lotus Domino 6 Server	3.7
IBM Lotus Sametime 3 and QuickPlace 3	
IBM Lotus: Collaboration using Sametime and QuickPlace	2.3
OTHER RELATED CONTENT (Z)	
Solaris 2.5.1 System Administration	
System Operations	6
Backup and Restoration	6
User Setup and Security	6
Monitoring and Scheduling	4
System Configuration	7
Maintaining Filesystems	6
The Network Environment	6
Network Services	7
INTERNET & NETWORK TECHNOLOGIES	
INTERNETWORKING	
Internetworking Professional - Network Support	
(Network+ exam N10-002) (e) (m) (p)	
Introduction to Networking	4.3
OSI Lower Layers.....	5.7
OSI Layer 3.....	5.0
OSI Upper Layers.....	2.3
Operating Systems and TCP/IP.....	3.8
Remote Access and Network Security	2.5
Fault Tolerance and Troubleshooting Networks.....	3.4

Program Title.....	Hrs	Program Title.....	Hrs
CompTIA i-Net+ (exam IK0-002) (e) (m) (p)		Quality of Service (e) Implementing Quality of Service	3.7
Internet Fundamentals	3.8		
Advanced Internet Concepts	5.8		
Networking Essentials	4.6	Signaling Systems (e) Systems and Signals	5.3
Internet Site Development.....	3.9		
Internetworking Architecture and Servers	3.8	SONET/SDH (e) Overview of SONET and SDH	3.7
Internetwork Security	3.0		
Internetworking Essentials		Voice Over IP Fundamentals (e) Delivering Voice and Data in Diverse Network Environments.	3.9
Data Communications: Signals and Systems	5	Designing a Voice Over IP Solution	5.0
WAN Technologies	4		
Packet Switching WANs	4	Virtual Private Networks (e) Virtual Private Network Solutions	5.1
Internetworking Foundations			
CIW Associate (exam 1D0-410) (m)		Lightweight Directory Access Protocol (LDAP) (e) LDAP Fundamentals	3.0
Internet Concepts (e)		Designing and Maintaining LDAP Directory Services.....	3.5
Internet Fundamentals	4.5		
Advanced Internet Concepts	6.0	AVAYA	
Networking and Internetworking (e)		Avaya Certified Associate – Communications Networking (ACACN) (exam 132-S-100.1)	
Networking Essentials	4.3	Internetworking Concepts and LAN Switching.....	4
Internetworking Technologies.....	6.7	LAN Technologies	3.5
Working with HTML (e)		ISDN, Frame Relay, X25 and ATM	3.5
HTML Fundamentals	5.5	Routing Protocols and TCP/IP	4
DATA COMMUNICATIONS		Microsoft Windows 2000: Network Protocols and Remote Access	4
Telecommunications Fundamentals (e)		Internet Fundamentals and Wireless LAN Technologies	4.5
Telecommunications Essentials.....	8.7	Telephony Essentials	4
Communications Technologies Overview (e)		Signal Theory and Computer Telephony Integration	4.3
Introduction to Telecommunications	3.2		
WAN Basics (e)		WIRELESS COMMUNICATIONS	
Introduction to Signals and Signal Transmission	4.0	Wireless LANs (e)	
Introduction to Communications Methods and Equipment.....	3.0	Wireless LAN Technologies	5.3
Introduction to WAN Technologies.....	1.5		
Computer-Telephony Integration (e)		Wireless Technologies (e)	
Computer Telephony Integration	6.0	Wireless Communication Basics.....	1.7
Frame Relay (e)		1G and 2G Communication Systems	4.7
Frame Relay Concepts.....	2.7	2.5G Communication Systems	1.1
Frame Relay Signaling and Applications.....	5.3	3G Communication Systems	1.3
Introduction to ISDN and DSL (e)		Alternative Access Methods in a Wireless Environment.....	1.8
Introduction to ISDN.....	3.3	Bluetooth and HomeRF	2.3
ISDN Protocols.....	5.3		
Digital Subscriber Line.....	5.7	Wireless Networking Basics for the Home and Small Business (e) (a)	
ATM and Broadband ISDN (e)		Getting Started with Wireless Networking.....	1.0
Overview of ATM	2.7		
Protocol Models	3.7	Wireless Home Networking (e) (a)	
ATM Standards and Applications.....	4.0	Getting Started with Wireless Home Networking.....	1.0
Introduction to MultiProtocol Label Switching (e)			
Introduction to MPLS.....	5.6		
IPv6 and Future Applications (e)			
IPv6.....	4.7		

Program Title.....Hrs

INTERNET AND NETWORK SECURITY

Security Principles

Net Safety (e)

Network Security Issues 3.5

Security Solutions

Security+ (e)

(CompTIA exam SY0-101) (m)

General Security Concepts 6.0
Communications Security 6.0
Infrastructure Security 7.3
Encryption Technologies 4.9
Operational and Organizational Security 6.0

Information System Security

(CISSP exam)(e)

Security Management and Operations Security Practices 5.0
Access Control and Physical Security 4.3
Cryptography and Network Security 7.7
Security Architecture and Applications Security 3.0
Business Continuity Planning, Law, and Ethics 3.8

SANS GSEC

(exam GSEC) (e)

Networking Concepts 2.9
TCP/IP, Routing and Host Security 3.8
Network Security Overview 3.1
Information Warfare and Web Security 3.0
Internet Security Technologies, Network Vulnerabilities 2.6
Intrusion Detection and Risk Management 3.7
Introducing Encryption and Cryptography 3.3
PKI and Steganography 2.3
Secure Communications 2.7
Wireless Security 2.3
Windows Security 3.7
Windows XP Security and IIS Security 2.5
Backing up Windows and UNIX 1.9
Managing Software, System Services and Auditing 3.8
UNIX Security 3.0

Security Procedures

Securing Networked Information I

(CIW exam 1D0-470a)(e)

Introduction to Security in Networked Environments 3.4
Encryption Technologies 4.9
Firewalls and VPNs 3.3

Securing Networked Information II

(CIW exam 1D0-470b) (e)

Securing Access to Networks 2.7
Operating System and File Security Issues 4.3
Intrusion Detection and Response in Networked Environments 4.0
Security Analysis and Auditing in Networked Environments ... 5.0

Program Title.....Hrs

CISCO

Routing and Switching Implementation – CCNA/CCNP

Cisco Certified Network Associate (CCNA)

CCNA Basics

(exam 640-607)(e) (m) (p)
Introduction to Internetworking 4.3
OSI Lower Layers 5.7
OSI Layer 3 5.0
OSI Upper Layers 2.3

Cisco: Interconnecting Cisco Network Devices 2.0 (ICND)

(exam 640-607)(e) (m) (p)
** Hands-on Labs (ICND) will be available*
Cisco IOS Device Configuration and Management 5.0
Interconnecting Catalyst Switches 4.5
Determining IP Routes 2.0
Routing Protocols 3.5
Network Traffic Management 3.8
WAN Interconnection 6.0

Cisco: Interconnecting Cisco Network Devices (ICND)

(exam 640-607)(e) (m) (p)
Hands-on Labs (ICND) Available
Interconnecting Cisco Network Devices – Introduction 3.3
Getting Started with Cisco Networks 6.1
Interconnecting Catalyst Switches in Cisco Networks 3.8
Interconnecting Networks with TCP/IP 3.5
Routing Protocols and Access Lists in Cisco Networks 5.6
Configuring Novell IPX in Cisco Networks 3.3
Extending the Network to WANs Using Cisco Network Devices 4.7
ICND Appendices 1.2

Cisco Certified Network Professional (CCNP)

Cisco: Building Scalable Cisco Internetworks 2 (BSCI 2)

(exam 640-901) (e) (m) (p)
Hands-on Labs (BSCI 2) Available
*Advanced IP Addressing tbd
*Working with IPv6 and Network Address Translation tbd
*Routing Principles tbd
*Implementing EIGRP tbd
*Configuring EIGRP tbd
*Configuring the Open Shortest Path First Protocol tbd
*OSPF for Multiple Area Domains tbd
*Configuring the IS-IS Protocol tbd
*Manipulating IP Routing Protocols tbd
*Influencing Route Selection tbd
*Configuring Basic BGP tbd
*BGP Path Selection Process tbd

Program Title.....	Hrs
Cisco: Building Scalable Cisco Internetworks (BSCI) (exam 640-901) (e) (m) (p) <i>Hands-on Labs (BSCI) Available</i>	
Introduction to Building Scalable Cisco Internetworks	4.3
Configuring EIGRP in Cisco Networks.....	4.3
OSPF in a Single Area and OSPF in Multiple Areas.....	6.5
Configuring the IS-IS Protocol in a Cisco Network	2.6
Optimizing Routing Update Operation in a Cisco Network	3.4
Configuring and Implementing BGP in Cisco Networks.....	5.3
BSCI Appendices	3.5
Cisco: Building Cisco Multilayer Switched Networks 2 (BCMSN 2) (exam 640-604) (e) (m) (p) <i>Hands-on Labs (BCMSN 2) Available</i>	
*Implementing Switching in the Network	tbd
*Configuring VLANs and VTP	tbd
*Implementing Spanning Tree Protocol	tbd
*Enhancing Spanning Tree Protocol.....	tbd
*Implementing Multilayer Switching in the Network	tbd
*Improving Availability on Multilayer Switched Networks.....	tbd
*Examining Cisco AVVID Services and Applications	tbd
*Implementing QoS in Multilayer Switched Networks.....	tbd
*Optimizing and Securing Multilayer Switched Networks	tbd
*Understanding Metro Ethernet	tbd
Cisco: Building Cisco Multilayer Switched Networks (BCMSN) (exam 640-604) (e) (m) (p) <i>Hands-on Labs (BCMSN) Available</i>	
The Switched Campus Network	7.0
Defining Common Workgroups for Switched Networks	3.3
Bridging and Inter-VLAN Routing.....	5.0
MLS and Fault Tolerant Routing.....	4.7
Multicasting in Cisco Multilayer Switched Networks.....	5.3
Controlling Access to the Campus Network	2.0
BCMSN Appendices	1.7
Cisco: Building Cisco Remote Access Networks 2 (BCRAN 2) (exam 640-605) (e) (m) (p) <i>Hands-on Labs (BCRAN 2) Available</i>	
*Defining WAN Connection Types and Securing Your Network	tbd
*Enabling On-demand Connections to a Central Site.....	tbd
*Using PPP and Controlling Network Access.....	tbd
*Enhancing On-demand Connectivity	tbd
*Enabling Permanent Connections to a Central Site	tbd
*Using Dialer Profiles	tbd
*Enabling Dial Backup for a Primary Connection.....	tbd
*Managing Network Performance	tbd
*Address Translation	tbd
*Broadband Technologies	tbd
*Virtual Private Networks	tbd
*Configuring IKE and IPsec	tbd
Program Title.....	Hrs
Cisco: Building Cisco Remote Access Networks (BCRAN) (exam 640-605) (e) (m) (p) <i>Hands-on Labs (BCRAN) Available</i>	
Building Remote Access Networks Introduction	3.6
Enabling On-Demand Connections to the Central Site in A Cisco Network	5.8
Enhancing On-Demand Connectivity in Cisco Networks	5.3
Cisco 700 Series Routers	2.7
Enabling Permanent Connections to the Central Site in A Cisco Network	6.0
Address Translation and Access Control for Cisco Networks	2.4
BCRAN Appendix	0.3
Cisco: Internetwork Troubleshooting (CIT) (exam 640-606) (e) (m) (p) <i>Hands-on Labs (CIT) Available</i>	
Cisco Internetwork Troubleshooting – Introduction	4.2
Applying Cisco Troubleshooting Tools	5.3
Diagnosing and Correcting Campus Problems in a Cisco Internetwork	4.1
Diagnosing and Correcting Switch and VLAN Problems In a Cisco Internetwork	4.3
Diagnosing and Correcting WAN Problems in a Cisco Internetwork.....	4.5
CIT Appendices	8.9
Routing and Switching Design – CCDA/CCDP	
<u>Cisco Certified Design Associate (CCDA)</u>	
DESIGN 1: Designing for Cisco Internetwork Solutions (e) (exam 640-????)	
Cisco Design Principles	2.3
Examining Cisco Customer Requirements and Existing Network Topology Methodologies.....	3.0
Cisco Concepts for Structuring Networks	3.5
Basic Cisco Campus Switching Design Considerations	3.3
Basic Cisco WAN Design Considerations	3.0
Cisco IP Addressing Design Concepts	2.5
Cisco Routing Protocol Design Considerations	3.5
Introduction to Cisco Security Design Concepts.....	3.3
Introduction to Cisco Voice Design Concepts	5.0
Introduction to Cisco Network Management Design Concepts	3.3
Cisco Design Case Study	1.0
Cisco: Designing Cisco Networks (DCN) (e) (exam 640-441)	
Characterizing an Existing Network.....	2.4
Extracting New Customer Requirements for Designing Cisco Networks	2.0
Designing the Topology of Cisco Networks.....	2.5
Provisioning LAN Hardware and Media for Cisco Networks	2.8
Provisioning WAN Hardware and Media for Cisco Networks	2.3
Designing a Layer 3 Addressing and Naming Model For Cisco Networks.....	2.1
Selecting Routing and Bridging Protocols for Cisco Networks	2.7
Provisioning Software Features for Cisco Networks.....	1.9

Program Title.....	Hrs
Cisco: Designing Cisco Networks (DCN) (e) (Continued)	
Selecting a Network Management Strategy for Cisco Networks.....	2.3
The Design Document and Validating Cisco Network Design.....	2.8
<u>Cisco Certified Design Professional (CCDP)</u>	
Cisco: Building Scalable Cisco Internetworks 2 (BSCI 2)	
(exam 640-901) (e) (m) (p)	
<i>Hands-on Labs (BSCI 2) Available</i>	
*Advanced IP Addressing.....	tbd
*Working with IPv6 and Network Address Translation	tbd
*Routing Principles	tbd
*Implementing EIGRP.....	tbd
*Configuring EIGRP	tbd
*Configuring the Open Shortest Path First Protocol	tbd
*OSPF for Multiple Area Domains	tbd
*Configuring the IS-IS Protocol	tbd
*Manipulating IP Routing Protocols	tbd
*Influencing Route Selection.....	tbd
*Configuring Basic BGP	tbd
*BGP Path Selection Process	tbd
Cisco: Building Scalable Cisco Internetworks (BSCI)	
(exam 640-901) (e) (m) (p)	
<i>Hands-on Labs (BSCI) Available</i>	
Introduction to Building Scalable Cisco Internetworks.....	4.3
Configuring EIGRP in Cisco Networks.....	4.3
OSPF in a Single Area and OSPF in Multiple Areas.....	6.5
Configuring the IS-IS Protocol in a Cisco Network	2.6
Optimizing Routing Update Operation in a Cisco Network	3.4
Configuring and Implementing BGP in Cisco Networks.....	5.3
BSCI Appendices	3.5
Cisco: Building Cisco Multilayer Switched Networks 2 (BCMSN 2)	
(exam 640-604) (e) (m) (p)	
<i>Hands-on Labs (BCMSN 2) Available</i>	
*Implementing Switching in the Network	tbd
*Configuring VLANs and VTP	tbd
*Implementing Spanning Tree Protocol	tbd
*Enhancing Spanning Tree Protocol.....	tbd
*Implementing Multilayer Switching in the Network	tbd
*Improving Availability on Multilayer Switched Networks.....	tbd
*Examining Cisco AVVID Services and Applications	tbd
*Implementing QoS in Multilayer Switched Networks.....	tbd
*Optimizing and Securing Multilayer Switched Networks	tbd
*Understanding Metro Ethernet	tbd
Cisco: Building Cisco Multilayer Switched Networks (BCMSN)	
(exam 640-604) (e) (m) (p)	
<i>Hands-on Labs (BCMSN) Available</i>	
The Switched Campus Network.....	7.0
Defining Common Workgroups for Switched Networks	3.3
Bridging and Inter-VLAN Routing.....	5.0
MLS and Fault Tolerant Routing.....	4.7
Multicasting in Cisco Multilayer Switched Networks.....	5.3
Controlling Access to the Campus Network.....	2.0
BCMSN Appendices.....	1.7
Program Title.....	Hrs
Cisco: Building Cisco Remote Access Networks 2 (BCRAN 2)	
(exam 640-605) (e) (m) (p)	
<i>Hands-on Labs (BCRAN 2) Available</i>	
*Defining WAN Connection Types and Securing Your Network.....	tbd
*Enabling On-demand Connections to a Central Site	tbd
*Using PPP and Controlling Network Access.....	tbd
*Enhancing On-demand Connectivity.....	tbd
*Enabling Permanent Connections to a Central Site	tbd
*Using Dialer Profiles	tbd
*Enabling Dial Backup for a Primary Connection	tbd
*Managing Network Performance	tbd
*Address Translation.....	tbd
*Broadband Technologies	tbd
*Virtual Private Networks	tbd
*Configuring IKE and IPSec.....	tbd
Cisco: Building Cisco Remote Access Networks (BCRAN)	
(exam 640-605) (e) (m) (p)	
<i>Hands-on Labs (BCRAN) Available</i>	
Building Remote Access Networks Introduction	3.6
Enabling On-Demand Connections to the Central Site in A Cisco Network	5.8
Enhancing On-Demand Connectivity in Cisco Networks	5.3
Cisco 700 Series Routers	2.7
Enabling Permanent Connections to the Central Site in A Cisco Network	6.0
Address Translation and Access Control for Cisco Networks	2.4
BCRAN Appendix	0.3
Cisco: Internetwork Troubleshooting (CIT)	
(exam 640-606) (e) (m) (p)	
<i>Hands-on Labs (CIT) Available</i>	
Cisco Internetwork Troubleshooting – Introduction	4.2
Applying Cisco Troubleshooting Tools	5.3
Diagnosing and Correcting Campus Problems in a Cisco Internetwork	4.1
Diagnosing and Correcting Switch and VLAN Problems In a Cisco Internetwork	4.3
Diagnosing and Correcting WAN Problems in a Cisco Internetwork.....	4.5
CIT Appendices	8.9
Cisco: Internetwork Design (CID)	
Internetworking and Campus LAN Design	4
TCP/IP Network Design	4
TCP/IP Routing Protocols	4
Desktop Protocol Design	3
WAN Design	3
WAN Protocols	3
SNA and Remote Access	4
Cisco: Installation and Maintenance of Cisco Routers (IMCR)	
Fundamentals of Cisco Router Configuration	4
Installation and Maintenance Procedures	3
The 2500 and 3600 Series	4
Installing and Maintaining the 4000 Series	3
Installing and Maintaining the 7000 Series	4
Installing and Maintaining the 7500 Series	4
The 7200 Series and 7000 Family IPs	4

Program Title.....Hrs

Cisco: Installation and Maintenance of Cisco Routers (IMCR) (Continued)	
Installing and Maintaining the 12000 Series I	3
Installing and Maintaining the 12000 Series II	3
Router and Route Switch Modules	3

WAN Technologies II

(exam 1M0-001 Part F)	
B-ISDN: Architecture and Channels	4
B-ISDN: Networks and Protocols	4
Introducing ISDN	3
ISDN Protocols	3
ISDN D-Channel Protocols	3

Network Security

(exam 1M0-201)	
Internet Security - An Overview	4
Internet Security: Cryptography	5
Internet Security: Public Key Infrastructure	4
Internet Security: Secure Communications	4
Internet Security: Secure Web Commerce	3
Internet Security: Internet Site Security	4
Internet Security: Firewall Principles	4
Multi-Tier Virus Protection	4
The Point-to-Point Protocol (PPP)	4

Telecommunications

(exam 1M0-301)	
Telecommunications Techniques	4
Packetized Voice Networking	4
Voice over IP	4
Computer Telephony Integration I	3
Computer Telephony Integration II	3
Signaling System 7 (SS7)	4

DSL Theory, Standards and Protocols

(exam 1M0-401)	
Introducing xDSL	3
Residential Broadband Networking with Universal ADSL	4

ATM Fundamentals

(exam 1M0-801)	
ATM Principles	4
ATM Networking	4
ATM Architecture and Protocols	4
Fast Packet Technologies	4

Frame Relay Fundamentals

(exam 1M0-901)	
Frame Relay: Concepts and Operation	4
Frame Relay: Protocols and Implementation	4

SOFTWARE DEVELOPMENT

SOFTWARE DEVELOPMENT PRINCIPLES

Software Programming Fundamentals (e)

Getting Started with Programming.....	3.0
Designing Programs	3.2

Program Title.....Hrs

Programming Basics

GUI Design Fundamentals	4
Web-Based Interface Design	4
ANSI C Programming: Introducing C	4
Principles of OOP: I	6
Principles of OOP: II	6
Object-Oriented Analysis – Objects and Classes	5
Object-Oriented Analysis - Dynamic Modeling	6
Object-Oriented Design	3
C++ Programming: Structured Programming	4
Distributed Component Principles and Technologies	3
Microsoft ActiveX Technologies	3

Design Methodology

OOAD with the UML by Rational

(exams IBM486, 1Z0-513, IBM404) (m)	
Fundamentals	3
Exploring System Behavior	3
Finding Classes	4
Analyzing the System	4
System and Object Behavior	4
Designing the System	3
Design and Implementation Issues	3

Rational Rose 98 by Rational

Rational Rose 98: Fundamentals	4
Rational Rose 98: Enhanced Features	4

SOFTWARE DEVELOPMENT TOOLS

Rational Rose 2001 by Rational (e)

Fundamentals of Rational Rose 2001	3.9
Enhanced Features of Rational Rose 2001	4.2

Lotus Domino 6: New Features (e)

New System Administration and Application Development Features in Domino 6	3.1
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Lotus Domino R6 - Application Update

(exam 601)	
Application Design Enhancements.....	2.0
Programming Enhancements.....	1.8
Application Management and Implementation.....	0.9

JAVA

Java 2 Programming (Platform 1.3)

(exams IBM089, 310-025) (e) (m)	
Java 2 Language Basics	4.3
Creating Classes in Java 2	3.9
Java 2 Language Features.....	2.5
Core Java 2 Utilities.....	3.7
Introduction to Creating GUIs in Java 2	3.5

Java 2 Programming: : Overview of the J2EE Architecture (Platform 1.3)

(course OB74) (exams IBM482, 1Z0-504) (e) (m)	
J2EE Architecture	4.3

Program Title.....Hrs

Java 2 Programming: Client Development, Application Development, and Security (Platform 1.3)	
(course OB74) (exams IBM482, 1Z0-504) (e) (m)	
Developing J2EE Clients.....2.0	
Packaging and Deploying J2EE Applications.....1.7	
Java 2 Security Features.....3.0	
Java 2 Programming: Enterprise JavaBeans (Platform 1.3)	
(course OB74) (exams IBM482, 1Z0-504) (e) (m)	
Developing EJBs.....3.7	
Persistence and Transactional Issues Affecting EJBs.....2.7	
Java 2 Programming: : Servlets and JSPs (Platform 1.3)	
(course ?) (exams ?) (e) (m)	
Developing Servlets.....4.7	
Developing JSPs.....2.3	
Java 2 Programming: J2EE Support Technologies (Platform 1.3)	
(course OB74) (exams IBM482, 1Z0-504) (e) (m)	
Java Database Connectivity.....5.3	
RMI and the Java Message Service.....5.2	
CORBA and the Java IDL.....5.5	
*Java 2 Programming: Web Services (Platform 1.3)	
(course ?) (exams ?) (e)	
Web Service Technologies.....3.0	
Java Technologies for Web Services.....2.8	
Java Web Service Clients.....1.5	
Java 2 (Platform 1.2)	
(exams IBM089, 310-025) (m)	
Language Basics4	
Creating Classes4	
Language Features4	
Core Utilities4	
Introduction to Creating GUIs4	
Java Enterprise Connectivity (Platform 1.2)	
(course OB74) (exams IBM483, 1Z0-504) (m)	
Swing and the JFC4	
Java Database Connectivity (JDBC)4	
Remote Method Invocation (RMI) and Serialization4	
CORBA and the Java IDL4	
Servlets4	
Enterprise Java Beans (EJB)4	
Security Features3	

MICROSOFT.NET SOFTWARE DEVELOPMENT TOOLS

Microsoft .NET for IT Professionals (e)	
What Microsoft .NET Means for IT Professionals.....5.0	
Microsoft .NET for Developers	
(exam 70-310) (e) (m) (p)	
Introducing Microsoft .NET.....4.5	
Microsoft .NET for Developers: C# for C++ Developer	
(course nnnn) (exam 70-nnn) (e)	
Inside C#.....6.5	
Programming C# for the C++ Developer.....7.6	

Program Title.....Hrs

Microsoft .NET: C# for the Visual Basic 6.0 Developer	
(course nnnn) (exam 70-nnn) (e)	
Beginning C#.....7.3	
Programming C# for the VB6 Developer.....7.8	
Microsoft .NET for Developers: Visual Basic .NET for the VB6 Developer	
(exam 70-310) (e) (m) (p)	
Moving to Visual Basic .NET5.3	
Advanced Language Features of Microsoft VB.NET5.3	
Windows Forms and ASP.NET4.7	
Microsoft .NET for Developers: Foundations of ASP.NET with VB.NET	
(course nnnn) (exam 70-nnn) (e)	
Introduction to ASP.NET2.7	
Building ASP.NET Applications6.3	
Advanced ASP.NET5.8	
Microsoft .NET for Developers: Building XML Web Services	
(exam 70-310) (e) (m) (p)	
XML Web Services and Microsoft.NET3.2	
Building Web Services and Web Service Clients with Microsoft.NET2.7	
Microsoft .NET for Developers: ADO.NET with VB.NET	
(exam 70-310) (e) (m) (p)	
ADO.NET Connections and Commands4.3	
Building ADO.NET DataSets4.2	
Advanced ADO.NET Programming4.7	
Microsoft .NET for Developers: Testing, Debugging, and Maintaining Windows Applications in VB.NET	
(exam 70-310) (e) (m) (p)	
Testing and Instrumenting VB.NET Applications.....5.0	
Application Maintenance and Optimization in VB.NET2.3	
Microsoft .NET for Developers: Testing, Debugging, and Maintaining Windows Applications in C# (e)	
Testing and Instrumenting Applications in C#5.0	
Application Maintenance and Optimization in C#2.3	
Microsoft .NET for Developers: Testing, Debugging, and Maintaining Web Applications in VB.NET	
(exam 70-310) (e) (m) (p)	
Testing and Instrumenting Web Applications in VB.NET3.0	
Web Application Tracing and Debugging in VB.NET.....3.8	
Web Application Maintenance in VB.NET3.3	
Microsoft .NET for Developers: Creating User Services for Windows Applications with VB.NET (e)	
*Windows Forms and Controls in VB.NETtbd	
*Customizing Controls and Events in VB.NETtbd	
*Input Validation and Error Handling in VB.NETtbd	
*Adding Services and Components in VB.NETtbd	
*Printing, Reporting, User Assistance, Accessibility, Localization, and Globalization in VB.NET Applicationstbd	

Program Title.....	Hrs	
Microsoft .NET for Developers: Building Server Components with VB.NET (exam 70-) (e) (m) (p)		
*Windows Services in VB.NET.....	tbd	
*Interoperability and Serviced Components.....	tbd	
*.NET Remoting.....	tbd	
*XML Data Access.....	tbd	
Microsoft .NET for Developers: Mastering ASP.NET with VB.NET (exam 70-) (e) (m) (p)		
ASP.NET User Interface Considerations.....	2.5	
Adding Professional Features to an ASP.NET User.....	2.5	
Globalizing ASP.NET Applications	1.5	
Advanced ASP.NET Topics.....	3.8	
Microsoft .NET for Developers: Configuration and Security with VB.NET (exam 70-310) (e) (m) (p)		
Assemblies and Configuration in VB.NET.....	3.3	
Security in VB.NET	5.7	
Microsoft .NET for Developers: Configuration and Security with C# (e)		
Assemblies and Configuration in C#	3.3	
Security in C#	5.7	
Microsoft .NET for Developers: Windows-based Application Deployment (exam 70-310) (e) (m) (p)		
Application Deployment in .NET	2.0	
Deployment of Windows-based .NET Applications.....	6.0	
Microsoft .NET for Developers: Web-based Application Development (exam 70-310) (e) (m) (p)		
Planning and Starting the Deployment of a .NET Web Application	2.3	
Using Visual Studio.NET to Deploy a Web-based Application	2.8	
*Microsoft .NET for Developers: Analyzing Requirements and Defining Solution Architectures (e)		
.NET Solution Vision and Requirements.....	4.0	
Developing .NET Specifications, Strategies and Conceptual Design.....	3.5	
Creating the .NET Logical Design.....	2.0	
Creating the .NET Physical Design.....	2.5	
MICROSOFT SOFTWARE DEVELOPMENT TOOLS		
Microsoft Office 2000 Solution Development (course 1301)		
Fundamentals	4	
Building Applications	4	
Developing Applications	4	
Developing Excel Applications	4	
Developing Word Applications	4	
Expanding Your Solution	4	
Advanced Solution Development	4	
Developing with FrontPage	4	
Designing and Deploying a Solution	4	
Program Title.....	Hrs	
Microsoft Solution Architectures (courses 491, 1298) (exam 70-100) (m) (p)		
Solutions Life-Cycle Analysis Phase	5	
Analysis and Design Techniques	4	
Conceptual and Logical Design	4	
Physical Design and User Interface	4	
Microsoft Visual C++ 5.0: Developing MFC Applications (course 789)		
Fundamentals	4	
MFC Programming	4	
User Interface Programming I	5	
User Interface Programming II	5	
Viewing and Storing Data	4	
Database Applications	4	
The Internet and ISAPI	4	
ActiveX	5	
Internet Applications	4	
ATL COM	5	
Painting and Printing	3	
Application Deployment	4	
Microsoft Visual Basic 6.0: Desktop (course 1013) (exam 70-176) (m) (p)		
Controls	4	
Forms, Controls, and Menus	4	
Validation, Error Handling, and Help	4	
Compilation and Debugging	3	
Introduction to Data Access	4	
Introduction to COM Components	4	
Creating COM Components 1	4	
Creating COM Components 2	4	
Creating ActiveX Controls	4	
Building Internet Applications	3	
Installation and Deployment	4	
Microsoft Visual Basic 6.0: Distributed (courses 1013, 1016, 1298) (exam 70-175) (m) (p)		
Introduction to Enterprise Development	4	
Microsoft Transaction Server (MTS)	4	
Using MTS Services	4	
Middle-Tier Data Access	4	
Building SQL Stored Procedures	4	
GENERIC LANGUAGES		
ANSI C Programming		
Introducing C	4	
Data Representation	3	
Functions	4	
Expressions	4	
Flow Control	3	
Text Processing	4	
Processing Records	3	
Pointers	3	
The Standard Library and Preprocessor	3	
Principles of OOP: I	6	
Principles of OOP: II	6	

Program Title.....	Hrs	Program Title.....	Hrs
C++ Programming		Database Technologies	
Structured Programming	4	Data Warehousing: Fundamentals	3
Classes and Data Abstraction	4	Data Warehousing: Building, Using, and Managing	4
Manipulating Objects	4	Object-Relational DBMSs: Characteristics	4
Overloading	4	Object-Relational DBMSs: Mechanisms and Implementation	4
Files and Streams	4		
Programming Techniques	4		
COBOL Programming		SQL-Based DBMSs	
Introducing COBOL	4	SQL Programming: Database Queries	4
Structured Program Development	3	SQL Programming: Data Handling Techniques	4
The DATA DIVISION	4		
Statements and Editing Characters	3		
Flow Control and Iteration	4		
File Handling	4		
Debugging and Testing	3		
Advanced Programming	4		
Report Writer	3		
IBM Enterprise Operating Systems	4		
OTHER RELATED CONTENT (Z)		ORACLE DATABASE SYSTEMS	
Microsoft Visual InterDev		Oracle9i Database: Introduction to SQL	
Introducing Microsoft Visual InterDev	3	(exam 1Z0-007) (e) (m) (p)	
The Basics	3	Introduction to Oracle and SQL in Oracle9i	3.3
Objects and ActiveX	4	SQL Functions in Oracle9i	5.0
Client-Side Scripting	4	Subqueries, Reporting, and User-Access Control	
Servers and Databases	4	Using SQL in Oracle9i	2.7
Server-Side Objects	4	Defining and Manipulating Data Using SQL in Oracle9i	3.7
Advanced Development	5		
Web Security	3		
ENTERPRISE DATABASE SYSTEMS		Oracle9i Database Administration	
SYSTEMS AND DATABASE DESIGN		Oracle9i Database: New Features I (e)	
Systems and Database Design		(exam 1Z0-030) (e) (m)	
Systems Analysis Fundamentals	4	Introducing Oracle9i Database	2.4
Data Flow Diagrams	3	Manageability Enhancements in Oracle9I	5.2
Entity Relationship Diagrams	5		
Data Dictionaries	3		
Completing the Logical Model	3		
Relational Principles	12		
Database Fundamentals (e)		Oracle9i Database: New Features II (e)	
An Introduction to Database Systems	3.0	(exam 1Z0-030) (e) (m)	
Relational Databases.....	3.3	Availability Features in Oracle9I	5.2
Database Data Management.....	2.0	Scalability and Performance in Oracle9I	4.7
Database Fundamentals	6	Development Platform in Oracle9I.....	2.7
Database Design (e)		Security Overview for Oracle9i Administrators	1.0
An Overview of Database Design	0.7		
The Database Design Methodology	4.0		
Fundamentals of Database Design	4	Oracle9i Database Fundamentals: Architecture and Management	
Normalization and Physical Database Design	4	(exam 1Z0-031) (e) (m) (p)	
Database Management	3	Architecture and Administration Tools in Oracle9I	2.7
Web and Database Integration	4	Database and Instance Management in Oracle9I.....	2.3
		Database Structures in Oracle9I	2.3
		Oracle9i Database Fundamentals: Managing Data Storage	
		(exam 1Z0-031) (e) (m) (p)	
		Data Storage in Oracle9I	3.3
		Tables and Indexes in Oracle9I	3.0
		Data Integrity in Oracle9I.....	1.3
		Oracle9i Database Fundamentals: Managing Database Access	
		(exam 1Z0-031) (e) (m) (p)	
		Users and Profiles in Oracle9I.....	3.0
		Privileges and Roles in Oracle9I	2.3
		Globalization and Auditing in Oracle9I	2.0
		Oracle9i Database Fundamentals: Backup and Recovery	
		(exam 1Z0-032) (e) (m) (p)	
		Backup and Recovery Overview and Configuration in Oracle9I.....	4.8
		User-Managed and RMAN Backup and Recovery in Oracle9I.....	6.8
		Recovery Manager Maintenance in Oracle9I	2.3
		Transporting and Loading Data in Oracle9I.....	2.3

Program Title.....Hrs

Oracle9i Database Fundamentals: Network Administration	
(exam 1Z0-032) (e) (m) (p)	
Networking Overview for Oracle9i Administrators	1.7
Oracle Network Configuration	4.3

Oracle9i Database: Performance Tuning

(exam 1Z1-033) (e) (m) (p)	
Performance Tuning Methodology and Tools in Oracle9I	1.3
Tuning Memory Structures in Oracle9I	3.3
Tuning Database Structures in Oracle9I	3.0
Tuning Systems and Applications in Oracle9i.....	2.7

Oracle8i Introduction

(exam 1Z0-001) (m) (p)	
SQL and SQL*Plus	4
Using Functions and Retrieving Data	4
Subqueries, Reports and DML	4
Database Objects	4
Controlling Database Access and Integrity	3
PL/SQL Fundamentals	4
PL/SQL Cursors and Exceptions	4
PL/SQL: Procedures and Functions	6
PL/SQL: Packages and Triggers	4

Oracle8i Database Administration

Oracle8i Administration	
(exam 1Z0-023) (m) (p)	
Architecture and Administrative Tools	3
Creating a Database	3
Exploring the Database Structure	4
Managing Storage	4
Rollback Segments and NLS	4
Creating Tables and Indexes	4
Data Integrity and Loading Techniques	4
Managing Users and Profiles	4
Privileges and Roles	3

Oracle8i Performance Tuning

(exams 1Z0-024, 1Z0-014) (m)	
Measuring Performance	3
Tuning the Shared Pool and Buffer Cache	4
Optimizing I/O	4
Tuning Sorts and Resolving Contention	3
SQL Tuning	5
Managing Mixed Workloads	4

Oracle8i Backup and Recovery

(exam 1Z0-025) (m)	
Recovery Structures and Processes	4
Backup and Recovery Strategies	3
Complete and Incomplete Recovery	2
Additional Recovery Methods	4
Oracle Recovery Manager	4
Demonstrating RMAN	4

Oracle8i Network Administration

(exams 1Z0-026, 1Z0-016) (m)	
Networking Overview	3
Naming Methods	4
The Internet Database	3
Troubleshooting and Security	3

Program Title.....Hrs

MICROSOFT DATABASE SYSTEMS

Microsoft SQL Server 2000 Database Administration I	
(course 2072) (exam 70-228) (e) (m) (p)	

Overview of SQL Server 2000	1.8
Installing, Configuring, and Upgrading SQL Server 2000.....	2.1

Microsoft SQL Server 2000 Database Administration II

(course 2072) (exam 70-228) (e) (m) (p)	
SQL Server 2000 Databases.....	1.8
Transferring and Transforming Data in SQL Server 2000.....	1.4
Security in a Microsoft SQL Server 2000 Environment.....	2.0
Managing, SQL Server 2000 Databases	2.3

Microsoft SQL Server 2000 Database Administration III

(course 2072) (exam 70-228) (e) (m) (p)	
Backing Up SQL Server 2000 Databases	2.2
Restoring SQL Server 2000 Databases	1.8
SQL Server 2000 Replication	1.8
Monitoring SQL Server 2000 Performance	1.5
SQL Server 2000 High Availability	0.9
SQL Server 2000, XML, and the Web.....	1.6

Microsoft SQL Server 2000 Database Implementation

(course 2073) (exam 70-229) (e) (m) (p)	
Overview of SQL Server 2000	1.8
SQL Server 2000 Databases.....	1.8
Designing and Implementing Security in SQL Server 2000	1.2
The SQL Server 2000 Logical Data Model	2.4
Using T-SQL in SQL Server 2000	3.1
SQL Server 2000 Indexes.....	2.0
SQL Server 2000 Programming Business Logic	2.8
SQL Server 2000 Transactions and Distributed Data	1.7
Analyzing and Optimizing SQL Server 2000 Queries.....	1.7
Transferring and Transforming Data in SQL Server 2000	1.4
SQL Server 2000, XML, and the Web.....	1.6

Microsoft SQL Server 7.0 Database Implementation

(courses 832, 833, 1131) (exam 70-029) (m) (p)	
Architecture and Features	4
Fundamentals of Database Design	4
Normalization and Physical Database Design	4
Basic Transact-SQL	4
Creating Databases	4
Data Integrity and Loading Techniques	4
Indexes and Views	4
Advanced Transact-SQL	3
Stored Procedures and Triggers	4
Transactions and Distributed Data	4
Monitoring and Optimizing	5

Program Title	Hrs
Microsoft SQL Server 7.0 System Administration (courses 832, 833, 1131) (exam 70-028) (m)	
Architecture and Features	4
Installation	4
Upgrading and Migration	4
Creating Databases	4
Data Integrity and Loading Techniques	4
Indexes and Views	4
Configuration and System Enhancement	4
Backing Up Data	4
Restoring and Managing Data	3
Automating Administration	4
Security	4
Replication	4
Monitoring and Optimizing	5
Microsoft SQL Server 7.0	
Data Warehousing	5

SAP

SAP R/3 RELEASE 4.6

Moving to SAP R/3 Release 4.6 (e)	
Navigating SAP R/3 Release 4.6.....	1.8
Using SAP R/3 Release 4.6.....	2.1
Overview of SAP R/3 Release 4.6 (e)	
SAP R/3 4.6 Fundamentals	2.2

SAP R/3 RELEASE 3.4

SAP R/3 4.x Business Process Introduction (BPI) and SAP R/3 4.x End-User (EU)	
Overview	4
BPI: Customer Order Management	5
EU: Basic Order Processing	5
EU: Cost Accounting	4
EU: Advanced Order Processing	5
EU: Delivery Processing	3
EU: Billing	4
EU: Customer Invoice and Payment Processing	5
BPI: Procurement	5
EU: Purchase Requisitioning	3
EU: Purchase Processing	4
EU: Vendor Invoice Processing	5
EU: Inventory Management	3
EU: Goods Receipt	3
BPI: Financial Accounting	4
EU: General Ledger - Inquiry and Reporting	3
EU: General Ledger - Processing	4
BPI: Management Accounting	4
BPI: Human Resources	5
EU: Employee Management	5
EU: Organizational Management	4
BPI: Manufacturing	4
EU: Planning and Production Activities	4
BPI: Project System	4
BPI: Plant Maintenance	5

Program Title	Hrs
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OTHER IT PROGRAMS

INFORMATION TECHNOLOGY CORE CONCEPTS

Information Architecture

Open Systems Standards I	4
Open Systems Standards II	4
Client/Server Fundamentals	4
Client/Server Technology	4
Client/Server Implementation	4
Internet, Intranet, Extranet Technologies	4

Software Management

The Software Development Process: Principles	3
The Software Development Process: Management Practices	4
Software Engineering: Personal Software Process I	4
Software Engineering: Personal Software Process II	4
Computing Systems Infrastructure	
PC and Network Fundamentals	3
Network-Centric Computing	3

TOOLWIRE (FORMERLY) HANDS-ON LABS

These hands-on labs are available by separate license. Considered superior for those seeking Cisco certifications.

CISCO LABS

Hands-on Labs (BCMSN) Available:

- Switching Technologies Overview
- Configuring Connectivity within the Switch Block - Lab A
- Configuring Connectivity within the Switch Block - Lab B
- VLAN Trunk Protocol Overview
- Configuring VTP - Lab A
- Configuring VTP - Lab B
- Spanning Tree and the Root Bridge
- Implementing Fast EtherChannel
- Configuring Multilayer Switching
- Configuring HSRP
- Configuring IP Multicast Routing
- Joining Multicast Groups
- Managing Network Devices
- Controlling User Traffic

Hands-on Labs (BCRAN) Available:

- Connecting to a Modem
- Learning Basic Modem Configuration
- Understanding Automatic Modem Configuration
- Configuring Cisco Access Servers
- Configuring PAP & CHAP Authentication
- Configuring PPP Callback
- Optimizing PPP
- Configuring ISDN BRI
- Configuring Dial-on-Demand Routing
- Using Optional Configurations for ISDN
- Monitoring the ISDN Interface
- Configuring ISDN PRI
- Examining Dialer Profiles
- Exploring System Level and LAN Profile Configuration of a Cisco 700 Series Router
- Learning User Profile Configuration of a Cisco 700 Series Router

Hands-on Labs (BCRAN) Available (Cont'd):

- Administering a Cisco 700 Series Router
- Focusing on the Cisco 700 Series and DHCP
- Configuring X.25
- Configuring Frame Relay
- Working with Frame Relay Subinterfaces
- Enabling a Backup to the Permanent Connection
- Making the Most of Custom Queuing
- Configuring NAT & PAT

Hands-on Labs (BSCI) Available:

- Network Convergence
- Classful and Classless Routing
- Routing Principles Review
- VLSMs and IP Unnumbered Interfaces
- Functions of Helper Addresses
- OSPF Inside the LAN
- OSPF On the WAN
- Enabling OSPF for a Single Area
- Configuring OSPF in a Single Area Review
- Using and Configuring Stub and Totally Stubby Areas
- Configuring OSPF Multiarea Components
- Interconnecting Multiple OSPF Areas Review
- EIGRP Operations
- Configuring EIGRP
- Configuring EIGRP Review
- BGP Operation
- Configuring Basic BGP
- Configuring BGP Review
- Configuring Route Reflectors
- BGP Prefix Lists
- Implementing BGP in Scalable Networks Review
- Configuring Redistribution
- Administrative Distance Problems
- Policy-Based Routing
- Optimizing Routing Updates Review
- Understanding Routing Scalability
- Using Route Control Mechanisms
- Implementing Scalability Features Review

Hands-on Labs (BSCN) Available:

- Network Convergence
- Classful and Classless Routing
- Routing Principles Review
- VLSMs and IP Unnumbered Interfaces
- Functions of Helper Addresses
- OSPF Inside the LAN
- OSPF On the WAN
- Enabling OSPF for a Single Area
- Configuring OSPF in a Single Area Review
- Using and Configuring Stub and Totally Stubby Areas
- Configuring OSPF Multiarea Components
- Interconnecting Multiple OSPF Areas Review
- EIGRP Operations
- Configuring EIGRP
- Configuring EIGRP Review
- BGP Operation
- Configuring Basic BGP
- Configuring BGP Review
- Configuring Route Reflectors
- BGP Prefix Lists
- Implementing BGP in Scalable Networks Review
- Configuring Redistribution
- Administrative Distance Problems
- Policy-Based Routing
- Optimizing Routing Updates Review
- Understanding Routing Scalability
- Using Route Control Mechanisms
- Implementing Scalability Features Review

Hands-on Labs (CIT) Available:

- Examining RIP
- Examining IGRP and EIGRP
- Examining IGRP and EIGRP
- Examining OSPF
- Examining EGP & BGP
- Using CCO Resources to Correct Problems
- Using Cisco show Commands
- Using Cisco debug Commands
- Using Cisco ping & trace Commands
- Using the Cisco cdp Command
- Using the TCP/IP show, ping, & trace Commands
- Using the TCP/IP debug Commands
- Isolating Problems in Catalyst Networks
- Using WAN & Frame Relay Diagnostic Tools
- Using ISDN BRI show Commands

Hands-on Labs (ICND) Available:

- Starting a Switch
- Starting a Router
- Configuring a Router from the Command Line
- Discovering Neighbors with CDP
- Getting Information About Remote Devices
- Router Boot Sequence and Verification
- Managing IOS Images
- Configuring the Catalyst 1900 Switch
- Understanding Inter-Switch Links and VTP
- Configuring a VLAN
- Configuring IP Addresses
- Configuring Network Routing
- Static Routing
- Enabling RIP and IGRP
- Configuring Standard Access Lists
- Configuring Extended Access Lists
- Managing IP Access Lists
- Configuring IPX Routing
- Managing IPX Access Lists
- Establishing Serial Point-to-Point Connections
- Configuring ISDN
- Configuring Dial-on Demand Routing
- Configuring Frame Relay
- Configuring Frame Relay Subinterfaces

MICROSOFT LABS**Hands-on Labs (2126)Available:**

- Printing
- Managing DNS in Windows 2000
- Monitoring Security
- Managing Web sites
- Sharing and Publishing folders in active directory
- Using Group policies
- Managing Web permissions
- Remote access configuration and management
- Understanding DHCP
- Delegating administrative control
- Using Group Policy for Software Deployment and Desktop Management

Hands-on Labs (2152) Printing Available:

- Monitoring Security
- Managing Web sites
- Sharing and Publishing folders in active directory
- Using Group policies
- Managing Web permissions
- Delegating administrative control
- Using Group Policy for Software Deployment and Desktop Management

Hands-on Labs (2153) Available:

- Managing DNS in Windows 2000
- Remote access configuration and management
- Understanding DHCP

Microsoft Labs (available but not yet integrated)**Hands-on Labs (1561) can be integrated:**

- Administrative Authority Delegation
- Active Directory Schema Modifications
- Domain Structure Implementation
- Active Directory Replication

Hands-on Labs (2150) can be integrated:

- Virtual Private Networks
- Certificate Services
- Encryption And Authentication

Hands-on Labs (2151) can be integrated:

- Introduction to Network and Windows 2000
- Network Administration
- Network Security
- Implementing TCP/IP
- IP Addresses and Subnets

Hands-on Labs (2152) can be integrated:

- Introduction and Installation of Windows 2000
- Configuring Windows 2000
- Configuring Windows 2000 Using the Disk Management Snap-In
- Connecting to a Windows 2000 Network
- User and Group Management
- Creating a Global Group
- File Management and Security - Sharing a Folder
- File Management and Security - Using NTFS Permissions
- File Management and Security - Monitoring Network Resources
- File Management and Security - Event Log Administration
- Monitoring and Optimizing Performance - The Performance Console and the System Monitor
- Monitoring and Optimizing Performance - Using Data Compression
- Hardware Management - Understanding Hardware Profiles
- Configuring and Managing Printers
- Disaster Protection and Recovery

Hands-on Labs (2153) can be integrated:

- DHCP Installation and Administration
- DNS Installation and Configuration
- WINS Installation and Administration
- Certificate Services Installation and Administration
- Remote Access Configuration and Management
- Remote Access Configuration and Management
- Remote Access Configuration and Management
- IP Routing Protocols Routing and Administration
- Network Address Translation (NAT) Installation and Administration
- Network Protocol Installation and Administration\

Hands-on Labs (2154) can be integrated:

- Logical and Physical Structure of Active Directory
- Domains and Active Directory Installation
- User Account and Group Resource Implementation
- Administrative Control of Active Directory Objects
- Group Policy Implementation
- Group Policy Implementation
- Active Directory Replication
- Management of Operations Masters
- Management of Active Directory

Program Title.....Hrs

BUSINESS SKILLS CONTENT SOLUTIONS LIBRARY**BUSINESS STRATEGY AND OPERATIONS****BUSINESS LAW****Fundamentals of Business Law**

A Manager's Introduction to Business Law.....	3.0
Contracts in Commercial Transactions	4.0
Employment in Labor Laws	3.5
American Business Formations in the 21st Century.....	3.5
Intellectual Property and Proprietary Rights.....	4.0
Lawsuits and Negotiations	2.5

OPERATIONS**Managing Customer-Driven Process Improvement**

Why Customer Driven?	2.5
Identifying What the Customer Wants.....	3.0
Translating Requirements into Process Goals.....	3.5
Understanding Processes.....	2.5
Implementing Improvements.....	2.5
Managing Process Improvements	3.0
Managing Customer-Driven Process Improvements Simulation.....	0.5

Six Sigma Foundations

Six Sigma Introduction.....	3.5
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Six Sigma Team Implementation

Six Sigma: Reducing Variation to Improve Quality.....	4.0
Six Sigma: Listening to the Voice of the Customer.....	5.5
Six Sigma DMAIC: Defining the Problem	4.0
Six Sigma DMAIC: Measuring the Process.....	5.0
Six Sigma DMAIC: Analyzing the Data.....	5.5
Six Sigma DMAIC: Analyzing the Process	3.0
Six Sigma DMAIC: Improving the Process.....	4.5
Six Sigma DMAIC: Controlling the Improved Process	4.0

Lean Manufacturing

Lean Logic	4.0
Lean Value.....	4.0
Lean Techniques.....	6.0
Lean Strategies.....	4.5

Logistics Management

Overview of Logistics Management.....	3.5
Inventory Management.....	3.0
Supply Chain Management	3.0

ISO 9000:2000 Overview

The Who, What, & Why of ISO 9000:2000	2.5
Building a Quality Management System.....	2.0
Quality-minded Management.....	2.5
Customer Satisfaction Through Resource Management.....	2.5
Processes for Quality Products and Services	4.0
Continual Quality Improvement.....	3.5
Steps for Successful ISO Registration.....	3.0
Transitioning from ISO 9000:1994 to ISO 9000:2000.....	2.5

Program Title.....Hrs

Supply Chain Management

The Fundamentals of Supply Chain Management	2.0
Supply Chain Management Strategies	5.5
Supply Chain Planning and Inventory Management	5.0
Supply Chain Management and e-Business	4.0
Supply Chain Transportation and Facility Design	4.5

STRATEGIC PLANNING

How to Write a Business Case

Fundamental Components of a Business Case	3.5
Developing Target Market Strategy	2.5
Understanding Positioning	3.0
The Marketing and Sales Plan.....	3.0
Pricing for Profitability.....	2.5
Presenting Your Case	2.5

Strategic Management

Strategic Management – Planning.....	2.5
Strategic Management – Analysis and Choice.....	2.0
Strategic Management – Corporate Implementation	2.5

Systems Thinking in the 21st Century

What is System Thinking?.....	2.5
Building a Healthy System.....	2.5
Systems-thinking Models and Thinking Skills	2.5
Systems Archetypes.....	3.0
Redesigning Your Organization: Part I	3.0
Redesigning Your Organization: Part II	3.0
Taking Systems Thinking into Your Personal Life.....	3.0

E-BUSINESS

e-Business for Customer Relationship Management

Data Mining	2.5
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MARKETING

Strategic Marketing in Action

Elements of Marketing Strategy	3.0
Analyzing the Market	2.5
Competitive Factors in Strategic Marketing	2.5
Writing a Marketing Plan: Phase 1	3.0
Writing the Marketing Plan: Creative Strategy	2.5
Creating a Marketing Campaign	4.0
Marketing Management.....	4.0
Financial Analysis for Successful Marketing.....	4.5

FINANCE, HUMAN RESOURCES AND ADMINISTRATION

FINANCE & ACCOUNTING

Accounting 101

Accounting Fundamentals.....	3.5
Accrual Accounting Procedures	2.0
Accounting Systems and Closing Activities	2.5
Accounting for Cash Control	3.0
Accounting for Merchandising Businesses.....	2.5

Program Title.....Hrs

Using Financial Statements (Wharton)

Principles of Financial Statements	3.5
Components of Financial Statements	3.0
Analyzing the Income Statement and Balance Sheet.....	2.0
The Income Statement and Balance Sheet Connection	2.0
Analyzing Cash Flow	4.5
Ratio Analysis for Financial Statements	3.0
Credibility and Disclosure in an Annual Report	2.5
Analyzing an Annual Report	4.5

Business Finance for Managers

Introduction to Finance	2.5
Making Budgets Work	2.5
Cash Management	2.5
Financial Statements and Analysis	2.5
Sources of Funding	2.5
The Manager's Performance Guide – Business Finance	1.5

Finance Fundamentals for Non-financial Professionals

Principles of Financial Management.....	4.0
Basics of Budgeting.....	3.5
Managing Cash Flows	2.5
Understanding Financial Statements.....	3.5

Practical Budgeting for Managers

The Basic of Budgeting.....	4.5
Building an Operating Budget.....	4.5
Capital Budgeting	4.5
Managing Budgets Effectively	4.5

Advanced Business Finance

Introduction to Advanced Finance	3.0
Investment Project Analysis and Selection	2.0
Raising Capital and Financing Decisions	3.0
Managing Working Capital	4.0
Corporate Restructuring	2.5
Financial Risk Management	1.5
International Finance	2.0

Accounting 102

Accounting for Partnerships	3.5
Accounting for Corporations	2.5
Analyzing Cash Flow Statements	2.0
Master Budgets	4.0

Auditing: A Practical Approach

Introduction to Auditing	3.0
Introduction to Internal Auditing	4.5
Principles of Internal Auditing	3.0
Introduction to External Auditing	3.5
Principles of External Auditing	4.0

HUMAN RESOURCES

Hostility and Aggression in the Workplace

Workplace Aggression: The Scope of the Problem	4.5
The Three Stages of Aggressive Behavior	3.5
Potential Powder Kegs: Identifying and Defusing Them	3.5
How to Make Your Company Safer	3.0
Managing a Violent Crisis.....	3.5

Program Title.....Hrs

Workplace Issue Fundamentals

Workplace Harassment.....	2.0
Diversity in the Workplace.....	3.5
Business Ethics	2.5
Family Medical Leave Act (FMLA)	3.0
Equal Employment Opportunity (EEO).....	2.5
Americans with Disabilities Act (ADA)	2.0
Rightful Termination	1.5
Email and Internet Use Policy.....	1.5
Questionable Interviewing Questions	1.5
Documenting Discipline.....	2.5
Conflicts of Interest	3.5
Drug Free Workplace	4.0
Understanding the Fair Labor Standards Act (FLSA)	tbd
Record Retention Policy.....	tbd

Sexual Harassment Awareness

What is Sexual Harassment?	4.0
Quid Pro Quo Harassment.....	2.5
Hostile Work Environment Harassment	2.0
The Employer's Liability and Responsibilities	3.5
Getting Through the Legal Process	4.5
Avoiding Harassment Claims: Policies and Procedures	4.0

ADMINISTRATIVE SUPPORT

The Effective Administrative Support Professional

Getting Started – Administrative Support	3.0
Overview to Effective Business Communication	3.0
Using Effective Business Communication.....	2.0
Administrative Functions	3.0
Advancing Your Administrative Career.....	3.0
Effective Administrative Support Professional Simulation	0.5

Advanced Skills for Administrative Support Professionals

Behavior: Putting Your Best Foot Forward	4.0
Managing Yourself and Those Around You.....	3.5
Partnering with Your Boss	3.0
Communicating with Power and Confidence	3.0
Advanced Skills for Administrative Support Simulation	0.5

KNOWLEDGE MANAGEMENT

Knowledge Management Fundamentals

The Art of Knowledge Management.....	3.5
Knowledge as Capital	3.0
Putting Knowledge to Work.....	4.0
Managing Knowledge Workers.....	2.0
Being a Knowledge Activist.....	3.0

The 21st Century Learning Curve

Knowledge as Strategy: Performance Improvement.....	3.0
The Power of the Learning Organization.....	3.0
The Potential of Self-directed Learning	2.5
Implementing and Evaluating Self-directed Learning	3.0
Performance Support	3.0
Benchmarking for Best Practices	3.0

Achieving Measurable Performance Impact from Training

Training for Business Results.....	2.5
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Program Title.....Hrs

MANAGEMENT AND LEADERSHIP

MANAGEMENT

Moving into a Management Role

Becoming a Manager.....	6.0
A New Manager's Responsibilities and Fears	6.0
Lead and Communicate Effectively as a New Manager	6.0
A New Manager's Role in the Company's Future.....	5.5
Moving into a Management Role Blended Learning Toolkit.....	x

Essential Skills for Tomorrow's Managers

Competencies for Tomorrow's Managers.....	5.5
Development Tools for Tomorrow's Managers.....	5.0
The Manager as Coach and Counselor.....	5.0
The Manager as Project Champion	4.5
A Manager's Primer for Ensuring Accountability	6.0
Continuous Learning for Tomorrow's Managers	4.5

Essential Skills for Tomorrow's Managers (Continued)

Essential Skills for Tomorrow's Managers Simulation	0.5
Essential People Management Skills Simulation.....	0.5
*Essential Skills for Tomorrow's Managers Blended Learning Toolkit.....	x

Moving from Technical Professional to Management

Management Development for Technical Professionals.....	3.5
Communication Skills for Successful Management	3.0
Process Management Skills	4.5
Leadership Development for Technical Professionals.....	3.0
Strategies for Transitioning into Management.....	6.5
Transitioning from Technical Professional to Management Simulation.....	0.5
From Technical Professional to Leadership Simulation	0.5

Management Excellence: Performance-Based Appraisals

Effective Management: Performance-based Appraisal	2.5
Designing Successful Performance-based Appraisals	2.5
Implementing Performance-based Appraisals.....	2.5
Performance-based Appraisal – An Employee View.....	3.0
Appraising the Performance-oriented Team	3.0
Performance-based Appraisals Simulation	0.5

Managing Problem Performance

Preventing Problem Performance.....	4.5
Identifying Problem Performance	4.0
Improving Problem Performance	5.5
Dealing with Problem Performance	4.0

The Successful Facilitator

The Role of the Facilitator.....	5.0
Facilitative Fundamentals: Techniques and Tools.....	5.0
Facilitating Work Groups and Meetings	5.0
Facilitating Challenging Situations	5.0
Facilitative Formats and Tools: Offering Options	5.0
The Facilitative Leader	5.0
The Successful Facilitator Simulation.....	0.5

Program Title	Hrs	Program Title	Hrs
Mentoring Essentials		Leadership Skills for Women	
Effective Mentoring.....	3.0	The Secrets of Female Leaders.....	2.5
The Mentoring Manager.....	2.5	Building Your Support System.....	3.5
Implementing an Organizationwide Mentoring Program.....	2.5	Playing by the Rules.....	2.5
Mentoring Strategies in the 21st Century.....	3.0	Groundbreaking: The Paradigm Shift toward Women	2.5
Achieving Success with the Help of a Mentor.....	3.5	Establish and Maintain Authority	2.5
e-Mentoring	3.5	Leadership Skills for Women Simulation	0.5
Mentoring Essentials Simulation	0.5		
Delegation Skills		Business Execution	
Delegation Basics	2.0	Foundations for Business Execution.....	7.0
The Personal Approach in Delegation	2.5	Creating a Business Execution Culture.....	8.0
Managing the Delegated Environment.....	5.0	Business Execution in Action.....	5.0
Effective Delegation Simulation	0.5		
Coach with Confidence		Going from Management to Leadership	
Coaching for Business	4.0	The Mark of a Leader	4.5
Successful Coaching Relationships.....	7.5	Communicating a Shared Vision.....	4.5
Key Stages in Coaching.....	6.0	The Enabling Leader	5.0
Coaching Skills.....	5.5	Removing Performance Barriers	4.0
Mindsets, Emotions and Coaching.....	4.0	Communicating as a Leader	4.5
Coaching Trends.....	4.5	Coaching for Performance.....	2.5
Coach with Confidence Blended Learning Toolkit	x	Leading through Change	3.0
		The Leader as a Model	3.0
Managing Technical Professionals		Going from Management to Leadership Simulation.....	0.5
Understanding Technical Professionals	2.5	Growing from a Manager to a Leader Simulation	0.5
Attracting, Motivating, and Retaining Technical Professionals	3.5	Going from Management to Leadership Blended Learning	
Models for Managing Technical Professionals.....	4.5	Toolkit.....	x
Developing Career Plans for Your Technical Professionals.....	3.5		
How to Overcome Negativity in the Workplace		Leading the Workforce Generations	
The Path from Pessimism to Optimism.....	4.0	Introduction to Workforce Generations	2.5
Proactive Approaches to Stop Negativity	2.0	Attracting, Developing, and Retaining Generations	3.0
Overcoming Organizational Negativity	2.0	Leading Silent Generation and Baby Boom Workers.....	3.0
Managing Others through Change		Leading Generations X and Next	3.5
Change Leadership	2.5	Making Cross-generational Teams Work.....	3.0
Communicating and Reinforcing Change	2.5	Cross-generational Workers in the 21st Century	3.0
Overcoming the Challenges of Change.....	2.5	Leading the Workforce Generations Simulations	0.5
Managing Others through Change Simulation	0.8		
Managing Contractors and Temporary Employees		PROFESSIONAL EFFECTIVENESS	
Doing Business with Independent Contractors.....	4.5		
Hiring Temporary (Contingent) Employees.....	5.0	COMMUNICATION	
Managing Contingent Workers	4.5		
Legal Pitfalls Regarding Independent Contractors	3.0	Interpersonal Communication Skills for Business	
Working with Temporary Agencies	5.5	The Process of Interpersonal Communications.....	4.5
Hiring and Managing Contractors SIMULATION.....	0.5	The Mechanics of Effective Communication.....	5.0
LEADERSHIP		Communication Skills for the Workplace	4.5
Leading from the Front Line		Communicate for Results	5.0
Challenges of the 21st Century.....	2.0	Communication Skills for Leadership.....	5.5
Organizational Culture and Leadership.....	2.5	Communication Skills for Resolving Conflict	5.0
Energizing & Empowering Employees.....	2.5	Communicate for Contacts	4.5
Leadership and the Knowledge Worker.....	2.5	Interpersonal Communication Skills for Business Simulation ..	0.5
Leading Change from the Front Line	2.5	Interpersonal Communication Skills for Teams Simulation	0.5
Dynamics of Leadership	3.0	Interpersonal Communication Skills for Business Blended	
Leading from the Front Line Simulation	0.5	Learning Toolkit	x
Business Writing Essentials		Business Writing Essentials	
Writing with Intention	4.0	Writing with Intention	4.0
Avoiding Errors in Usage and Punctuation.....	4.5	Avoiding Errors in Usage and Punctuation.....	4.5
Avoiding Grammatical Errors in Business Writing	4.5	Avoiding Grammatical Errors in Business Writing	4.5
Crisp Composition	4.5	Crisp Composition	4.5
Writing to Reach the Audience	3.0	Writing to Reach the Audience	3.0
Getting the Most from Business Documents.....	4.0	Getting the Most from Business Documents	4.0
The Writing Process	5.0	The Writing Process	5.0
Business Writing Essentials Blended Learning Toolkit	x	Business Writing Essentials Blended Learning Toolkit	x

Program Title	Hrs
Effective Listening Skills	
The Basics of Listening	2.5
Listening for Comprehension	5.0
Listening for Higher Purposes.....	3.0
Enhancing Your Listening Skills	3.0
Effective Listening Skills Simulation.....	0.5
Managing and Working with Difficult People	
Difficult People in the Workplace.....	3.5
Working with Aggressive People.....	3.0
Working with Negative People and Procrastinators	3.0
Working with Arrogant and Duplicitous People	2.0
Managing and Working with Difficult People Simulation.....	0.5
Assertive Communication	
Professional Assertiveness	3.0
Assertiveness from the Inside Out.....	3.0
Assertive Communication Simulation.....	0.5
Business Etiquette and Professionalism	
Everyday Business Etiquette	3.0
Communication Etiquette.....	2.5
Etiquette and the Business Meeting	2.5
Etiquette for Supervisors	3.0
Business Etiquette and Professionalism Simulation	0.5
Building Better Work Relationships	
Building Effective Interfunctional Relationships.....	2.5
Building Effective Intercultural Relationships.....	2.5
Building Effective Intergender Relationships	2.5
Working Effectively with Customers	2.5
Working Effectively with Business Partners.....	3.0
Building Better Work Relationships Simulation	0.5
Business Grammar Essentials	
Foundations of Grammar	2.5
Sentence Construction	2.0
Understanding Writing Mechanics.....	2.0
Punctuating with Skill	2.0
Delivering Successful Presentations	
Presenting to Succeed.....	4.5
Delivering Your Message.....	4.5
Presentation Resources Available to You.....	5.0
Effective Business Meetings	
Planning Effective Business Meetings	2.5
Leading Effective Business Meetings	2.5
Participating Effectively in Business Meetings.....	5.0
Effective Business Meetings Simulation	0.5
Dealing with Conflict in the Workplace	
Perspectives on Conflict	5.5
Handling Conflict with Others	6.0
Managing Conflict in the Organization	6.0
Dealing with Conflict in the Workplace Simulation.....	0.5
*Dealing with Conflict in the Workplace Blended Learning Toolkit	x
Professional Telephone Skills	
Handle Calls with Confidence and Professionalism.....	3.5
Turn Difficult Callers into Delighted Customers.....	4.0
Managing Telephone Technology.....	2.0

Program Title	Hrs
Negotiating to Win: Getting the Results You Want	
Crafting a Deal.....	3.0
Connect and Communicate	2.5
The Negotiation Process.....	2.5
The Dynamics of Interaction	3.0
Inclusive Negotiating.....	2.5
When the Going Gets Tough.....	2.5
The Master Negotiator	2.5
Negotiating to Win Simulation	0.5
Getting Results Without Authority	
Building Relationships to Get Results	2.5
Teamwork and Results Without Authority	2.5
Leadership Without Authority.....	3.0
Gaining Allies, Creating Change.....	3.0
Getting Results through Communication	3.0
Getting Results from the Boss	3.0
Getting Results Without Authority Simulation	0.5
Anger Management in the Workplace	
Experiencing Anger	5.0
Managing Your Anger.....	5.5
Managing Anger in the Workplace Simulation	0.5
PERSONAL DEVELOPMENT	
Creativity and Innovation	
The Foundations of Creativity and Innovations.....	4.5
Generating Creative and Innovative Ideas	3.5
Evaluating Creative and Innovative Ideas.....	3.5
Implementing Creative and Innovative Ideas.....	5.0
Taking Control of Your Workday	
Analyze Your Use of Time	2.0
Set Goals & Prioritize Your Use of Time	2.0
Major Time Management Challenges	3.0
Taking Control of Your Workday SIMULATION	0.5
Planning Your Personal Finances	
Managing Your Cash Flow and Credit	2.5
Homes and Vacation Homes	3.0
Tax Planning	5.5
Determining Your Insurance Needs	2.5
Financing Your Family's Education	2.5
Investing Wisely	2.5
Planning for Retirement and Retirement Accounts	2.5
Separation and Divorce	2.0
Basic Estate Planning	2.5
Financial Planning for Couples SIMULATION	0.5
Planning Your Personal Finances Simulation	0.5
Working More Effectively – Taking Control of Your Time	
You and Your Time	5.0
Techniques for Better Time Management	4.5
Developing Good Time Management Habits	4.5
Living a Balanced Life	
Finding Your Life Balance	4.5
Success Over Stress	4.5
*Strategies for Better Balance	tbd

Program Title.....	Hrs	Program Title.....	Hrs		
Problem-solving and Decision-making for Business					
Foundations for Effective Thinking	3.5	Strategic Project Management for IT Projects			
Framing the Problem	3.0	Strategic Planning and Positioning for IT Projects.....	5.0		
Generating Alternatives in Problem Solving	2.5	Strategic Approaches to Managing IT Projects	5.0		
Dynamic Decision Making.....	2.5	Estimating the IT Project Work Effort	5.5		
Implementing and Evaluating a Decision	3.0	IT Project Leadership, Authority & Accountability.....	6.0		
Problem Solving and Decision Making in Groups	2.5	Managing Multiple IT Projects	5.5		
Creative Problem Solving and Effective Thinking Simulation .	0.8	Cost Management and IT Project Trade-offs.....	4.5		
Rational Problem Solving and Decision-making Simulation	0.8				
Working without a Net – The Business of Risk					
Risk Basics.....	2.0	Project Integration Management – PMBOK 2000-aligned			
Approaches to Risk Management.....	2.0	Project Plan Development.....	3.5		
Decisions and Risk	2.0	Project Plan Execution	4.5		
Strategic Planning and Risk Management	2.5	Project Integrated Change Control.....	4.5		
Risk Strategies: The Cutting Edge	2.5				
Managing Yourself through Change					
The Effects of Organizational Change	3.0	Project Scope Management – PMBOK 2000-aligned			
Making the Change.....	2.5	Project Initiation and Planning	3.5		
The Paradigm Shift of Change	2.5	Project Scope Definition	4.5		
Managing Yourself through Change Simulation	0.5	Project Scope Verification and Change Control.....	4.5		
PROJECT EFFECTIVENESS					
PROJECT MANAGEMENT					
Project Management Basics for Business Professionals					
Project Initiation	6.5	Project Time Management – PMBOK 2000-aligned			
Project Planning.....	5.0	Project Activity Planning	4.0		
Project Execution.....	6.0	Project Activity Duration Estimating	1.5		
Project Controlling	7.5	Project Schedule Development	3.0		
Project Closing	6.5	Project Schedule Control.....	2.5		
Project Management Basics for Business Professionals					
Blended Learning Toolkit.....	x	Project Cost Management – PMBOK 2000-aligned			
Professional Project Management					
Defining Projects	3.0	Project Resource Planning	2.0		
Essential Project Management Tools	2.5	Project Cost Estimating and Budgeting	3.5		
Computer-assisted Project Planning	3.0	Project Cost Control	2.5		
Building a Project Team.....	3.0				
Leading the Successful Project Team.....	2.5	Project Quality Management – PMBOK 2000-aligned			
Completing the Project	2.5	Project Quality Planning	2.0		
Project Management Professional Responsibility					
*Ethical Responsibilities and Professional Knowledge Areas ..tbd		Project Quality Assurance	3.5		
Stakeholder Interests and Cultural Diversity.....	3.0	Project Quality Control.....	2.5		
Project Management for IT Professionals					
Introduction to IT Project Management	4.0	Project Human Resources Management –PMBOK 2000-aligned			
Functions of IT Project Managers.....	4.5	Project Organizational Planning.....	2.5		
The Life Cycle of an IT Project.....	5.0	Project Staff Acquisition	2.5		
Managing the Execution and Control of IT Projects	5.5	Project Team Development.....	3.0		
Managing Efficiencies of IT Projects.....	4.5				
Project IT Management SIMULATION – The Early Stages	0.5	Project Communications Management – PMBOK 2000-aligned			
Project IT Management SIMULATION – Design to Rollout...0.5		Project Communication Planning	3.0		
		Project Performance Reporting	2.5		
		Project Information Distribution and Closure.....	2.0		
		Project Communications Management Simulation	0.5		
Project Risk Management – PMBOK 2000-aligned					
Project Risk Planning & Identification	5.0	Project Risk Planning & Identification	5.0		
Project Qualitative Risk Analysis.....		Project Qualitative Risk Analysis.....	4.0		
Project Qualitative Risk Analysis.....		Project Qualitative Risk Analysis.....	4.0		
Project Risk Response Planning.....		Project Risk Response Planning.....	6.5		
Project Risk Monitoring and Control.....		Project Risk Monitoring and Control.....	5.5		
Project Management: Risk Management Simulation.....		Project Management: Risk Management Simulation.....	0.5		
Project Procurement Planning – PMBOK 2000-aligned					
Project Procurement Planning.....		Project Procurement Planning.....	2.0		
Project Solicitation		Project Source Selection.....	3.0		
Project Source Selection.....		Project Contract Management.....	3.0		

Program Title.....	Hrs
CompTIA IT Project+ (exam PK0-001) (e) (m) (p)	
Scope Definition for Project Managers.....	4.4
Project Planning.....	5.8
Project Execution and Closure	3.3
 Project Management (PMP)	
Fundamentals	3
Initiation and Startup	3
Scope	3
Estimating	3
Scheduling	4
Procurement	4
Risk	3
Quality	3
Communications	3
Human Resources	3
Control	3
Microsoft Project 98: Getting Started	4
 TEAM BUILDING	
 Cultivating a High-performance Project Team	
Building a High-performance Team.....	2.0
Harnessing Collective Knowledge.....	2.5
Managing a Project with Your Team.....	3.0
Revving up Your High-performance Project Team.....	2.5
Maintaining Project Team Peak Performance.....	2.5
Fixing Broken Teams	2.5
Cultivating a High-performance Project Team SIMULATION	0.5
 Managing the Leading the Virtual Team	
Virtual Team Basics	3.5
Virtual Team Communication.....	4.0
Collaboration in Virtual Teams.....	3.5
Virtual Project Management	2.0
Virtual Team Leadership	3.5
Learning Organizations and the Virtual Team.....	3.0
Managing and Leading the Virtual Team SIMULATION	0.5
 SALES AND CUSTOMER FACING SKILLS	
 SALES	
 Selling at the Executive Level	
Prepare for Success.....	3.0
Strategic Planning.....	3.5
Progressing through the Complete Sale	4.0
Presenting Your Proposition	4.0
Negotiating to Mutual Benefit.....	4.0
From Executive-level Sale to Strategic Partnership.....	4.0
Preparing for the Executive-level Sale Simulation	0.5
Progressing through the Complex Sale Simulation	0.5
Closing Executive-level Sales Simulation	0.5

Program Title.....	Hrs
 CUSTOMER SERVICE	
 How to Excel at Customer Service	
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